

# RJ COMMUNITY MANAGEMENT VENDOR PAYMENT PROCEDURE

## **Our Commitment**

- Making accurate & timely payments through a well-defined simplified processes substantiated by efficient controls and robust compliance management.
- Timely Vendor Payment is Priority.

## **Supplier Payments Guide**

- This guide aims to provide a clear and comprehensive understanding of the payment process within the procure to pay spectrum. Our effort to ensure that as a supplier you have all the information you need with respect to the payment processes within RJ Community Management.

## **Supplier Information with RJ Community Management**

- The information we have about your organization is of paramount importance to us. We use this information for processing your invoices and for all communication with you. Please ensure your information with us is accurate at all times. If you wish to make changes you may do so at:
  - Option 1: [www.rjcmgt.com/vendorpartners](http://www.rjcmgt.com/vendorpartners)
  - Option 2: [info@rjcmgt.com](mailto:info@rjcmgt.com)

*Please do not send any invoices to the options above, refer to "submission of invoice."*

## **Whom to Invoice**

- All invoices should be submitted to the association (community name) when the work is completed with a valid invoice number. Additionally, if work is completed on an individual unit, you must include the unit number on the invoice. All invoices must include C/O RJ Community Management.

## **Submission of Invoice**

- The invoice should be submitted directly to [invoices@rjcmgt.com](mailto:invoices@rjcmgt.com) or mailed directly to RJ Community Management at 4900 Perry Hwy. Bldg. 1 Ste. 300, Pittsburgh Pa 15229.

## **Payment Terms**

- Payment terms begin once the invoice is received at our AP desk.

## **Receipt of your Payment**

- Check processing occurs from our third-party vendor in Texas, check payments may take up to (30) thirty days to receive by mail once processed.
- For a convenience fee, Avid Exchange offers credit card and direct deposit. Please contact Avid Exchange at 704-971-8170.

**Deposits and Payments (large projects)**

- We understand that deposits or partial payments are required for some jobs. Please be advised that our office requires at least 24 hours’ notice for checks to be cut from the office. No exceptions.

**Why your payments may be delayed?**

<b>Issues</b>	<b>Resolution</b>
<b>Invoice number is missing or incorrect on the invoice.</b>	We ensure the amount of the invoice matches the bids and estimates. You must issue a Revised invoice if there is a mismatch
<b>Delay in Invoice reaching to Accounts Payable Desk</b>	Payment terms are counted from the day your invoice is received at our AP Desk. You should send the invoices directly to <a href="mailto:invoices@rjcmgt.com">invoices@rjcmgt.com</a> as mentioned in submission of invoice
<b>Association name and address do not match.</b>	The address and community name need to match to process payment timely. You must resubmit invoice with the correct information
<b>RJ Community Management did not receive or have current (COI) certificate of insurance on file.</b>	Go to <a href="http://www.rjcmgt.com/vendorpartners">www.rjcmgt.com/vendorpartners</a>