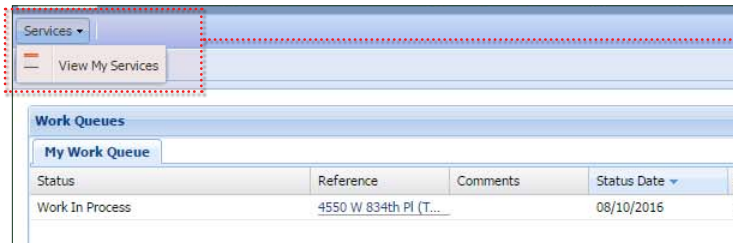


## ONLINE INSTRUCTIONS FOR VENDORS SUBMITTING WORK REQUESTS

**STEP #1** Log onto our website: <https://cclba.epropertyplus.com/landmgmt>

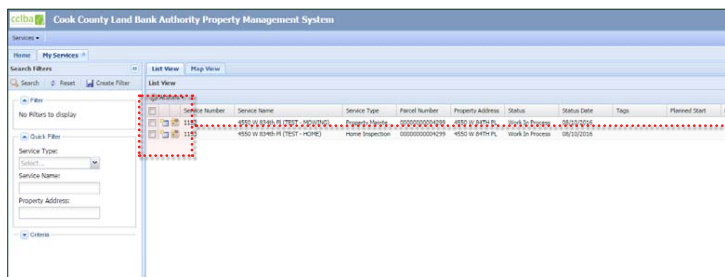
**STEP #2** Click on, '**SERVICES**' → **VIEW SERVICES**' on the upper left corner of the screen



Clicking this icon will take you to the details embedded within each task that has been assigned by the CCLBA to your organization (SEE LEFT).

A direct email will be sent to your organization's contact once the service has been created by our Asset Mgr.

**STEP #3** Click on the  icon located to the left of the property address.

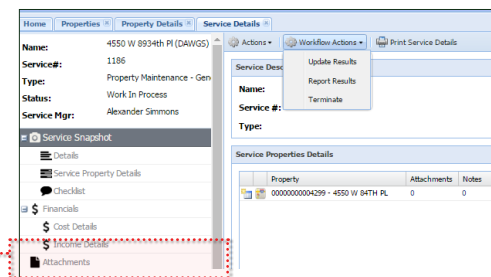


Once clicked, property details for each service will be shown for a specific property. This will allow you to upload attachments as well as billing information.

**STEP #4** Click on, '**Attachments**' tab on the left-hand side to upload invoice & photos.

### UPLOAD ATTACHMENTS

-  PICTURES | SAVE AS: **PropertyAddress\_MMDDYY.jpg**
-  INVOICE | SAVE AS: **ServiceType\_MMDDYY.pdf**

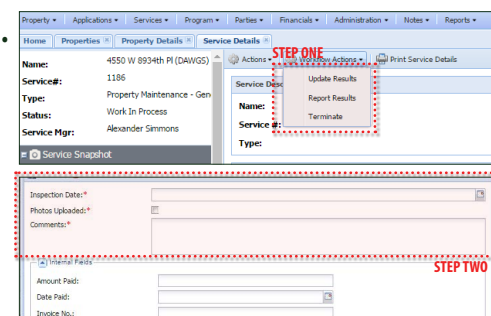


**STEP #5** Click on, '**Workflow Actions**' → **Update Results**, to fill out three questions. Click, '**Submit**' monthly for billing invoice.

Complete the following questions/and submit invoices monthly:

-  Date of Latest Inspection
-  # of Windows Guards
-  Upload Photos
-  # of Door Guards
-  General Comments

**NOTE:** All work performed must be uploaded at time of service or within a day of completion. Upon the sale of a property, Asset Manager will close service and CCLBA will no longer accept invoices.



## VENDOR SERVICES



### PROPERTY ACQUIRED

#### MISCELLANEOUS

Issued separately as needed:

Insurance (?) Demolition  
Survey (?) Home Insp.  
Appraisal (?)

Direct Email Sent to Vendor

Vendor accepts service, performs the job before the given deadline, and reports results to Asset Manager

Direct Email Sent to Asset Manager

Asset Mgr reviews, either closes service or rejects results.

**COMPLETE**

#### PROPERTY MAINTENANCE - ADDITIONAL

Issued separately as needed:

Snow Removal Lock Change  
Lawn care Trash/Debris  
Board-up Removal

Direct Email Sent to Vendor

Vendor accepts service, performs the job before the given deadline, and reports results to Asset Manager

Direct Email Sent to Asset Manager

Asset Mgr reviews, either closes service or rejects results.

**COMPLETE**

#### PROPERTY BOARD-UP

Service Created (Asset Manager)  
Service Assigned (Asset Manager)

Direct Email Sent to Vendor

Vendor accepts service, performs the job before the given deadline, and clicks on, 'Report Result' reports results to Asset Manager. **NOTE: Service will not be closed out, as vendor will have to fill out the dates the property guards were removed.**

Direct Email Sent to Asset Manager

Asset Mgr reviews, will either accept the results and keep the service open, or reject the results from the vendor.

#### PROP MAINTENANCE - GENERAL

Service Created (Asset Manager)  
Service Assigned (Asset Manager)

Direct Email Sent to Vendor

Vendor accepts service, performs requisite property maintenance duties as spelled out by Asset Mgr. until property is disposed and closed by Asset Manager.

Upon completion of assignment, vendor will upload required docs and click, 'Update Results.' If property is not sold at the end of the month (billing cycle), vendor is responsible for updating results to the Asset Mgr., who will receive an email and accept & report the results for billing, or reject results.



### PROPERTY DISPOSED

#### PROPERTY BOARD-UP

Service CLOSED (Asset Manager)

Direct Email Sent To Vendor

Vendor accepts service, performs the job before the given deadline, and reports results to Asset Manager

Direct Email Sent to Asset Manager

Asset Mgr reviews, either closes service or rejects results.

**COMPLETE**

#### PROP MAINTENANCE - GENERAL

Service CLOSED (Asset Manager)

Vendor compliance is ongoing, however Asset Manager has a final review of all results and either closes the service or rejects results. **NOTE: If a property is not disposed at end of billing cycle, Asset Mgr will reviews results updated by vendor and, 'Reject Results' to keep service open and give vendor chance to upload. If n/a, Asset Mgr closes the service.**

**COMPLETE**