



## PAM REO REIMBURSEMENT GUIDELINES AND CHECKLIST

Hello and Welcome to the Phoenix Asset Management (PAM) Family!

At PAM our goal is to provide clear guidelines and instructions to help ensure the approval for reimbursement of **ALL** your expenses. Please do not jeopardize your reimbursement eligibility by not following or understanding these guidelines or checklists. **All protocols outlined in our Guidelines and Checklists are directly related to our client's reimbursement requirements and are designed to help our vendors get fully reimbursed in a timely fashion.**

Please take the time to read our Reimbursement Guidelines and Instructions to ensure you understand how to get reimbursed for any expenses you may incur for the properties you are managing. **Your understanding of and compliance with these guidelines will determine the success of your reimbursements, so PLEASE MAKE SURE TO READ THESE GUIDELINES IN THEIR ENTIRETY.**

Once you have read these general guidelines and downloaded and reviewed the checklist included with this task, please electronically acknowledge below

**IMPORTANT!!!** ALL EXPENSES must be managed through and submitted through your brokerage. No personal expenses will be reimbursed. Please do not ask PAM to set you up in LPS or our accounting system on an individual basis. We will require expenses to run through your office accounts. Any questions or concerns on this policy should be addressed BEFORE incurring any expenses.

### SUBMISSION DEADLINES

- All invoices must be submitted within 25 days of the last service date on the invoice.
  - Example: Utility bill 9/01/16 to 9/30/16 (service end date) = Deadline for Submission is 10/25/16.
- AFTER CLOSING
  - Most clients will allow submissions up to 25 days after closing, with the exception of certain **USDA** insured properties, where only **15 days** are allowed! Check with your AM at the time of assignment to confirm the actual deadlines for your specific property.

### INVOICE SUBMISSION

Each Client specifies which portal/platform to utilize for invoice submissions. Please ensure you process through the appropriate platform to avoid curtailment or denial.

- Res.Net:  Ditech  MB Financial  Trimont  Nationwide  Arvest/Central Mortgage
- LPS:  DMI (Dovenmuehle)
- Direct Invoice Submission:  Bayview

Please follow the specific order of documents when submitting invoices.

- Checklist, Proof of expense, Proof of payment and W9 (if required)

### ACCEPTABLE PROOF OF EXPENSE

Formal Invoice, Bill, Statement including the following;

- Date of Service
- Amount
- Property Address
- Company Name, Address and Phone #

## ACCEPTABLE FORMS OF PROOF OF PAYMENT

- Cashier's Check
- Checks
- Online Payment Confirmation along with proof of expense clearing through bank/credit card.
- Credit Card Payment along with receipt.
- **CASH OR MONEY ORDERS will not be accepted as proof of payment.**
- **Proof of Payment MUST MATCH the amount on the invoice.**

## RESOLUTIONS

Resolutions are items pending on an invoice submission needed to finalize and process the invoice for reimbursement. We allow 3 business days to review and resubmit the invoice, as long as it still meets the client's overall submission deadlines.

- **Res.Net:** An email will be sent informing you we are requesting additional documentation, or information.
- **LPS:** There are Pending Resolution queues to quickly access all pending items.

**Failure to respond to resolution requests by the resubmission deadline may lead to denial of the entire invoice. Please ensure you are constantly checking the status of your submitted invoices.**

## CHECKLIST

Please review all checklists and ensure each invoice submission includes a checklist. There is one invoice for each portal utilized to submit your invoices for resubmission.

- Res.Net
- LPS
- Via Email
- Other

## PHOTO ADDENDUM

All properties require a photo addendum for services or repairs completed on the property.

- Utilize the Photo Addendum available for download in the Res.Net Agent Forms Library to submit the pictures (or similar suitable template). **Be sure to convert to PDF before uploading**
- Our Clients require 3 before and 3 after pictures at a MINIMUM!
  - Rekeys require an additional DURING picture.
- All Photos must be in Color (Black and White is not accepted) and date/time stamped

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## ACKNOWLEDGEMENT OF RECEIPT

By Signing below, I acknowledge I have received and read the reimbursement guidelines checklist and photo addendum. I understand that it is my responsibility to read and comply with the policies contained in this document.

Company Name: \_\_\_\_\_

Your Name (Please Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_