

Document Name: Inspector Invoicing Guide-REF-ADM	Approval Date: 01-15-2015	Revision: 0
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	Inspector Invoicing Guide
	Reference Document / Finance and Administration

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1 Revision History

Revision	Changed by	Reason
0	Alisa Hart	Baselined

2 Purpose and Scope

The purpose of this document is to provide guidance to inspectors who have registered with Vanguard Emergency Management (Vanguard EM) on the proper way to submit an invoice, the deadlines for doing so, and the types of fees/expenses that Vanguard EM will compensate an inspector for.

3 Payment for Inspections

- **Done/Complete Inspections**
All inspections that are returned as Done/Complete and pass inspection review are eligible for payment.
- **Withdrawn/Missed Inspections**
Inspections returned as Withdrawn, or Missed 2nd Appointment, and pass inspection review are eligible for payment.
- **Returned Inspections**
Inspections sent to Vanguard EM with a status of "RT" (return) are **not** eligible for payment, as they are not considered completed inspections by FEMA.
- **No Contact Inspections**
When an inspection is returned by an inspector with a status of "No Contact Pending" the inspection goes into a two week hold. Vanguard EM will attempt to make contact with the applicant several times during that 2 week period. If successful, the inspection will be reassigned and it is **not** eligible for payment. If, after 2 weeks Vanguard EM is not successful in contacting the applicant, the inspection will age off as a true No Contact and will be eligible for payment.
 - **Invoicing No Contact Inspections** - *No Contact Inspections can be invoiced by the inspector upon release of the disaster. This will allow all eligible Pending No Contacts to clear for payment as not all No Contacts will be approved.*
- **FCORs/CCORs**
An inspection is no longer eligible for payment if it is returned to an inspector by Vanguard EM as a Contractor Correction (CCOR), or returned as a FEMA Correction (FCOR). If the original inspector is able to correct the problem and return the inspection, the cost of the inspection will not be deducted. However, if the original inspector cannot correct the problem, is released from the field, or if the damaged dwelling has to be re-inspected, the inspection will be sent to a new inspector and the cost of the inspection will be deducted from the original inspector.

4 Withholdings

All inspection invoices are subject to a 10% withholding of the total invoice amount, in order to ensure the timely return of equipment and the quality of work. The withholding will be released during the pay period that falls 30 days after the inspector has been released from the disaster, assuming that all equipment is returned in a satisfactory condition and work has been satisfactorily performed.

Vanguard EM may permanently deduct costs from an inspector (i.e., permanently withhold) in the following instances:

- FCOR/CCOR not corrected by original inspector (deduction is the cost of the inspection)

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- Missing Inspection Photos (deduction is the cost of the inspection)
- Equipment (deduction is the cost of replacement)

5 Travel Expenses

Only travel that adheres to Vanguard EM's travel policy will be reimbursed. Travel that is not invoiced **within 30 days** of the expense or that is in violation of the Travel Policy may not be reimbursed.

6 Timeframe for Invoicing

Invoices are accepted Wednesday through Tuesday, with Tuesday as the weekly cut-off for payment. Approved invoices are processed for payment 10 days after the Tuesday cut-off. If bank information is on file payment will be made to the account on file. If no current bank information is on file then a check will be mailed.

All inspections and expenses must be submitted via the Risk Manager Inspector Portal within 30 days of the completed inspection/expense. Invoices not submitted within 30 days are not guaranteed for payment.

7 Payment Options

Vanguard EM will issue payments by check or by ACH if accurate bank information is provided. In order to set up ACH or update bank information on an existing ACH account, please submit a completed Vendor ID Form and a copy of a voided check to accounting@vanguardem.com.

New bank information is due by the Tuesday invoice receipt cut-off date. Information submitted after the invoice receipt cut-off is not guaranteed effective until the following payment cycle.

If no accurate bank information is on file a check will be mailed to the address on the inspector's W-9. If the inspector's address changes he or she must submit an updated W-9 by the Tuesday invoice receipt cut-off. Checks will not be mailed to the field office.

8 90-69 Forms / 3rd Party Authorization Forms

In the event that an electronic signature cannot be obtained using the tablet, the applicant must sign a hard copy 90-69B form. Neither this form nor the 3rd Party Authorization Form can be emailed. It must be mailed to:

Vanguard EM
Attn: Inspector Invoicing
188 Brooke Rd Suite 300
Winchester, VA 22603

9 Exceptions

Exceptions to this guide or Vanguard EM's travel policy must be in writing and be approved by the Vanguard EM Accounting Department, Project Manager, or Deputy Project Manager. No other company or individual may authorize an exception.

10 References

Risk Manager Inspector Portal: <https://fema.myriadexchange.com>
Travel Policy-POL-ADM