



rental zebra

renting so simple, it's black & white

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Thank you for submitting a request to become an approved vendor for Rental Zebra! We appreciate having honest, punctual and committed vendors who respect all parties involved. At Rental Zebra, we believe communication is the key to success. Below are some of our expectations. Please review them and let us know if you have any questions.

1. Proof of contractor insurance must be provided to management before becoming an approved contractor.
2. A completed W-9 IRS form must be submitted to management before the initial invoice is paid.
3. We expect consistent pricing – i.e. the same charge for the same work done on two different properties. Fair pricing will be a consideration for the amount of work referred on a consistent basis.
4. Tenants must be contacted and a repair appointment scheduled within 24 hours of work order assignment to your company.
5. Photos are required before, during and after the assigned work, including photos of the damaged part/material, and a photo of the new part installed.
6. Vendors must be discreet and not disclose any information to tenants. Refer tenant inquiries to the property manager. If an issue is brought to your attention, or you notice something of concern, this information should be sent to our property manager asap.
7. Management must be notified if the work order needs to be changed in any way. Changes to quotes and/or work must be approved before work is started.
8. You are reflecting the image of our company. Please respect our clients' property. Professional attire and appropriate shoe covers are required.
9. Cleanup and removal of trash from a property after work is done is required. Do NOT leave trash on the curb, unless approved by the property manager.
10. Vendor must have use of a smartphone with photo and text capabilities.

11. Legible invoices must be submitted to Rental Zebra via email or fax within 5 business days of completion of work. Legible invoices will be paid on a net 30 via direct deposit. Invoices must include:
 - a. Property address where the work was performed
 - b. The name of the technician and his direct phone number
 - c. Warranty information included with the work performed
 - d. Signature of the tenant as acknowledgement of the work done, if applicable
 - e. Itemization of the work performed, in layman's terms
 - f. Before, during and after photos
 - g. Invoice number and Rental Zebra work order number
12. Warranty: If the work completed does not resolve the issue, you will be expected to warranty your work and return to the property to resolve the issue at no additional charge.

Again, thank you for your interest in becoming a Rental Zebra preferred vendor. We look forward to working with you!