2025

PROPERTY MASTERS

PMINC Contractor Handbook

This document outlines the basic process flow for PMINC contractor jobs. While it is not comprehensive, it serves as a helpful guide for job completion. For any specific questions regarding particular tasks, please consult this guide first before reaching out to the Project Manager.

Vendor Department
Property Masters Inc

PROPERTY
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Receiving Work Requests:

You will receive a job assignment via email from the Purchasing Department. Make sure you have the ability to open your email, all attachments, and have the ability to print all attachments contained in each email. Ensure that you open all your attachments and thoroughly read all documents in the email. The e-mail will include the following information:

- **Project Manager's E-mail address (PM will be included on the e-mail)**
- **Project Manager's phone number**
- **Job Name**
- **Work Request Number**
- **Lien Wavier (jobs over $5,000.00)**

Work Request – This is the list that entails the scope of work assigned to your company for the property. If any other work is to be done as discussed with your Project Manager, then a new work request will be sent via email to you entailing the additional work discussed with the Project Manager. Note that your due date for the property will be notated in a box on your work order. Project Managers will need to be able to walk your property 2 days prior to the due date.

Contractors responsible for specialty items: Such as Electric, Plumbing, Glass, etc., your company will only receive a Work Request. The Work Request will be sent via e-mail including the same information indicated above. Understand that you have 24-48 hours from receipt of email to start your job, unless specified. Reply to all on the email you receive from Purchasing; this notifies the Project Manager that you have accepted and acknowledges that you did receive the job. You should also contact the Project Manager so that any special instructions that may exist on the job can be discussed. An example of the e-mail you will receive is included within this document.

Job Start:

After you have received a job and printed out your documents you will need to note any client specific SPECS listed, find your designated material store then proceed to your job within 48 hours. Please make yourself aware of the items on the included "Do Not Buy" list, as the Purchasing Department will not allow these items to be purchased. Purchases paid for by Property Masters Inc can be completed anywhere we have an account.

Lockboxes:

Access codes to all properties assigned to your company will be noted on the Work Request under "Lock Box". Lockboxes will be attached to a door, gas meter, fence gate, etc. Ensure that you complete a thorough inspection of the property for the lockbox before calling your Project Manager.

Utilities:

When you first walk onto the property all utilities must be checked, and the Project Manager must be notified if any of the utilities are ***not*** on. Ensure that you properly check all utilities before calling the Project Manager.

Water:

Make sure the valve inside the water meter located near the street is unlocked and turned off. Before turning this valve on make sure the following are in the off position:

- All faucets
- Hose bibs
- Washer/dryer connections
- Water heater drain valve
- Etc.

You can then turn on the water using the valve in the water meter. If the property's water supply is from a well then, the above must be checked before checking for electricity. After checking the above, the breaker in the breaker box that is listed as "well switch" may be turned to the on position. If the water doesn't come on you may have another shut-off valve located in one of the following locations:

- Crawl space
- Under the deck
- Next to the water heater
- Within a closet inside the house.

Electric:

Items such as the following should be exhausted prior to calling the Project Manager:

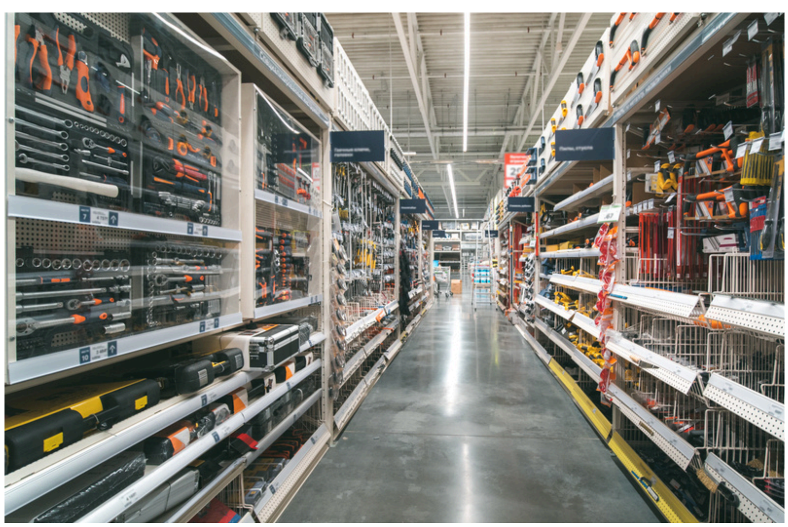
- Ensure that all breakers have been turned off then back on.
- Ensure the main breaker is in the "On" position
- If there is not a main breaker located inside the electrical box, then also check for a breaker outside located next to the electrical meter. If that doesn't work, make sure there is a meter in the meter box.

If you are still having trouble getting the utilities to come on, please contact your Project Manager who will then notify the correct person to get utilities active. If utilities can't be activated or are delayed in any way, please reach out to your Project Manager. NOTE: You may be asked to provide photos.

Home Depot Process:

When you have collected all the items needed for the job you must check out at the ProDesk. Please ensure you are entering ***our*** phone number for the Pro Xtra on **ALL** Labor Only and Turnkey Deduct purchases. That phone number is the Purchasing Department (404-419-8794).

After your items have been rung up, ask the ProDesk to call Purchasing at this phone number (404-419-8794) to complete a phone sale. Try to limit Home Depot purchases to (1) per property. Please ensure that you have your Work Request with you, as the ProDesk associate will need to provide the Work Request number to the Purchasing associate to complete the purchase. Without a work request Property Masters will ***not*** approve or pay for the purchase.



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Second Trip to Property:

Upon returning to the property, ensure all flooring is covered and all surfaces are protected prior to beginning. Throughout the job, make certain that the job site is kept clean, and all messes or trash is kept in a designated spot. Make sure that all doors and windows are locked at night with all keys returned to the lockbox; the lockbox code should be Scrambled.

Should something arise during the job that needs immediate attention; contact the Project Manager for that job immediately.

Flooring:

If flooring is to be completed at the property, this will be stated on the Work Request. Provide the Project Manager with a 24–48-hour notice as to when the property will be ready for the flooring installation. After the flooring has been installed touch-up's will be required. If there was vinyl installation, the shoe molding will have to installed, caulked, and painted.

Appliances:

If the Work Order issued to your company includes appliance install, they are being delivered directly to the jobsite. If anything changes, the project manager will alert you immediately.

Ensure that you get all the correct connections needed to install the appliances. At the property, all packing materials should be removed. The manuals should be placed in a drawer next to the appliance. After installation, all appliances must be tested for proper Operation. Take pictures within 48 hours to show they are not damaged.

** PLEASE NOTE THAT DELIVERY SERVICES ARE ONLY RESPONSIBLE FOR DELIVERY. UNDER NO CIRCUMSTANCES ARE THEY TO INSTALL, NOR ARE THEY RESPONSIBLE FOR REMOVING OLD APPLIANCES **

<u>Test ALL Appliances for Proper Operation</u>:

- Dishwasher: allow it to run through one complete cycle
- Range: test each burner
- Oven: Leave on long enough to ensure that it gets hot
- Microwave: ensure it comes on
- Vent Hood: Test the fan and light

After all the above listed items have been completed, contact the Project Manager for that job to advise him or her that the property is ready for the final walk. The Project Manager will contact you should there be any touch-up's required. If there are touch-ups required, the Project Manager will mark them with blue tape. A list of any other items that need to be addressed will provided in a punch list.

Job Completion and Invoice Submission Process:

The Project Manager will contact you once the final walk has been performed and is 100% complete. Upon completion of the job, you may submit your invoice. To ensure prompt payment, make certain that you have the following information to upload your invoice when the invoice is submitted for payment:

- Work Request Number
- Invoice Number (Note, this number can match the Work Request number
- Completed, signed Lien Waiver (if job exceeds $5,000.00)

The Project Manager will only approve invoices for complete jobs. After the Project Manager approves the invoice, it will be submitted to the Regional Director for approval and processed for payment. Refer to the master vendor agreement for payment terms.

Invoices submitted to Property Masters for payment should include the following items:

- Your E-mail Address
- Your Work Request Number
- Your Invoice Number (Note: This can match the Work Request Number)
- Completed, signed Lien Waiver (if job exceeds $5,000.00)
- Mail: Attn: Accounts Payable, 117 Towne Lake Parkway, Suite 300, Woodstock, GA 30188

Invoice Date (Required):

The invoice date should be the job completion date. Invoices should not be submitted or dated before the job has been completed.

Invoice Submission Process:

Please use the following AP Invoice Submission link to submit your invoices. It is a fillable form that will be included on all work request emails sent from our Purchasing Department.

AP Invoice Submission

Please see below for instructions on how invoices should be submitted:

To ensure prompt payment, submit all invoices using this link AP Invoice Submission

- On the next page is a quick "How-to" guide to use the form link for invoice submission.
- Please note, each invoice submitted, **MUST** match the current work request in the system, if there is not a work request in the system, the invoice will not be available for submission. Please reach out to your project manager so they can create one for you.
- If your invoice amount is $5,000 or more, a signed lien wavier is required to be uploaded, the system will not allow you submit the invoice if the waiver is not included.
- All other payment inquiries should be sent to ap@propertymasters.com.
- All final pictures should be emailed directly to your project manager and not uploaded on this link.

Per regulations set by Property Masters, if your work request shows "Received in Full" (meaning you have submitted an invoice and Accounts Payable has entered this invoice against your work order) when a material purchase is being made, the purchasing department will refuse the sale until approval has been submitted from the project manager. It will be your responsibility as the contractor to contact your project manager to obtain approval for this additional material. If you have already invoiced your WR, the assumption is you are 100% compete, and you will not be able to make purchases against the LO WR. purchased materials for a labor only job.

AP Invoice Submission

Email *

your_email@email.com — Enter your email address

Work Request Number *

WR-12345 — Enter work request (WR) number

This number can be found on the Work Request you received from the Purchasing Department.

Invoice Number

123456 — Enter your invoice number or work request (WR)

Invoice Date *

3/29/2024 — Select date of invoice

Invoice Amount *

5,001.00 — Enter invoice amount

This amount must match the current WR amount sent from Purchasing to avoid delays in approval for payment.

Vendor Invoice *

Upload or drag files here. — Upload your invoice or a copy of your work request

Lien Waiver *

Upload or drag files here. — If invoice is over $5,000 upload your lien waiver

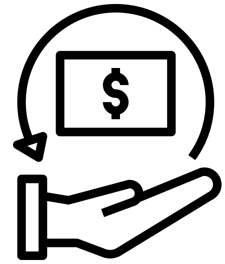
***Lien waiver required for all Invoices over $5000*

Click following link to download a Lien Waiver as needed: *Lien Waiver with Sample*

☐ Request Early Payment

Payment Amount will be reduced by 5% fee if approved. — Selecting early payment is a request not a guarantee

Submit — Please click here to submit invoice



Material Reimbursements

Make note of the Purchasing hours:

Purchasing Department Phone: 404-419-8794
Purchasing Hours: Monday through Friday 7:00 AM – 5:30 PM est

If a purchase is necessary outside of the buying hours, the receipt can be submitted to your **Project Manager** for approval for reimbursement. Property Masters will only reimburse a contractor for materials that pertain to the job. The receipt must be submitted for reimbursement within two (2) weeks from the purchase date or Property Masters reserves the right to not reimburse the expense. The original receipt is required along with a header sheet detailing the following information:

- Your company name and address – as stated on the W-9 submitted
- Retailer where the material was purchased
- Amount for reimbursement
- Job Name
- Work Order Number

Do Not Buy List – Includes but is not limited to:

Reference the "Do Not Buy List" for items that will not be reimbursed; these items will be deducted from any receipts submitted for reimbursement.

Property Masters will not authorize or reimburse for any tools or cleaning supplies. Examples of some of these items are listed below (the list below is not an all-inclusive list).

Examples:

All Cleaners:

Windex, Fantastik, Greased Lightning, Simple Green, Pine Sol, 409, Tilex, Febreeze, Lysol, Air fresheners (the only exception is Outdoor Bleach), etc.

All Cleaning Supplies:

Gloves, Mops, Brooms, Dust pans, cleaning sponges, Paper towels, Goof Off, Rags, etc.

All Tools:

Hammer, Drill, Rollers, Roller Covers, Brushes, Canvas drop cloths, Scraper blades, Shields, Tips, Paint trays, Tape measure, Saws, Sawhorses, Saw blades, Drill bits, Buckets, Spray bottles, Putty Knives, etc.

PLEASE NOTE: PMINC will only purchase materials that are on the work request and used for that job. Tools and cleaning supplies that could be used on other jobs are not approved purchases. Any unauthorized tool or cleaning supply purchase will not only be deducted from your work request for the total of the item, plus tax, but a penalty fee as well. The first occurrence will incur a $50.00 penalty fee, the penalty fee will increase by $50 for each additional infraction thereafter.

Example:

First occurrence will be the total of the unauthorized purchase, plus $50.00 fee.
Second occurrence will be the total of the unauthorized purchase, plus $100.00 fee.
Third occurrence will be the total of the unauthorized purchase, plus $150.00 fee.

Before the work request is paid all occurrences and fees will be deducted before payment is released, in the case above it would be the total of all unauthorized purchases, plus $300.00 in fees.

PLEASE NOTE: If you have workers or runners making purchases on your companies' behalf; it is your responsibility to make sure they understand what is and is not an authorized item to be purchased. These fees will not be removed once the purchase is made.

These are **NOT** allowed at any property under any circumstances:

- No Sleeping OR Overnight Stay at the property. All workers must leave the job site at the end of each workday and ensure the property is properly secured.
- No Smoking inside or on the property.
- No Cooking Food on the property.
- No Drinking alcoholic beverages or taking illegal drugs.
- No Loud Music.
- No Washing brushes or sprayers in the front yard or neighboring yards.
- No Piling trash in the front yard in an untidy mess.
- No Extra paint/or materials left in or on the property.
- No Children in or around the property.
- No showering or bathing at the property.

Below is a list of items that **MUST BE COMPLETED** at each property:

- Always put key in lockbox and spin dialer before leaving the property.
- Always make sure all windows and doors are locked before leaving property.
- Turn off all lights before leaving property.
- Keep A/C to 75 NO LOWER.
- Keep HEAT to 67 NO HIGHER.
- Always keep house clean.
- Cover all floors.
- Replace all light bulbs, and door stops.

*** DO NOT LEAVE TOOLS AND VALUABLES AT HOUSES OVERNIGHT. SEVERAL PEOPLE HAVE KEYS OR LOCKBOX CODES TO THESE PROPERTIES. PROPERTY MASTERS IS NOT RESPONSIBLE FOR STOLEN TOOLS OR MATERIALS. WE HAVE HAD TOOLS STOLEN FROM HOUSES BEFORE. ***

PROPERTY MASTERS

LABOR ONLY WORK REQUEST EMAIL EXAMPLE:

*** Please reply to all on this e-mail to confirm receipt of the attached job ***

*** PLEASE REFRENCE YOUR WORK REQUEST # WR – 0000 WHEN COMPLETING A PHONE SALE ***

Attached you will find your work request, phone sales instructions, and do not buy list for the job listed in the subject line.
Please contact your Project Manager upon receipt of the attached job to discuss the scope of work or any special requirements.

Notify the Purchasing Department should you have any questions on how to complete a phone sale. To ensure prompt payment, please submit all invoices **HERE**. Please include a copy of your work order. If your invoice amount is $5,000.00 or more, a signed lien waiver is required.

TURNKEY ONLY WORK REQUEST EMAIL EXAMPLE:

*** Please REPLY TO ALL on this e-mail to confirm receipt of the attached job ***

Attached you will find your work order for the Turnkey job listed in the subject line.
Please contact your Project Manager upon receipt of the attached job to discuss the scope of work or any special requirements.

If you wish to utilize our ProXtra ID to obtain discounted prices, please have the store associate enter 404-419-8794 prior to checkout!

To ensure prompt payment, please submit all invoices **HERE**. If your invoice amount is $5,000 or greater, a signed lien waiver will be required

TURNKEY DEDUCT WORK REQUEST EMAIL EXAMPLE:

*** Please REPLY TO ALL on this e-mail to confirm receipt of the attached job ***

PLEASE REFERENCE YOUR WORK REQUEST # WR- 0000 WHEN COMPLETING A PHONE SALE

Attached you will find your work request, phone sale instructions, and do not buy list for the job listed in the subject line. Please contact your project manager upon receipt of the attached job to discuss the scope of work or any special requirements.

Notify the purchasing department should you have any questions on how to complete a phone sale. Please note that upon completion of material purchases, the purchasing department will deduct each material charge from the total amount listed on this work order. To ensure prompt payment, please submit all invoices **HERE**. Please include a copy of your work order. If your invoice amount is $5,000 or more, a signed lien waiver is required.

PROPERTY MASTERS

Property Masters, Inc
117 Towne Lake Parkway,
Suite 300
Woodstock, GA 30188

Work Request

PO Number	Date	Work Request
	9/10/2024 9:46 AM	GS-016014-WR-33661

Vendor Information:

Property Address:
140 Pershing Avenue Kampsville IL, 62053 Calhoun County

Sales Order	Bid	PO Type
SO-48822	Standard	Turnkey

Contact	LockboxCode
John Blasingame	5636

Vendor Due Date	Project Estimator
2/28/2025	

Project Manager	Project Administrator
Matt Krpan	Carrie Short

#	Description	Quantity
1	Sink cutout for new granite tops	1.00
2	Granite Countertops - APPROX 26 sf Quality: Level 1 Granite, thickness is usually 3/4". Mostly domestic materials, few imports, neutral (light) colors, square/small radius or bevel edges Includes: Granite countertop and/or 4" backsplash IF tile backsplash has not been approved – not both, sink cutouts, faucet holes, caulk, and installation labor. Labor cost to remove existing countertop and to discard in a job-site waste receptacle Excludes: Undermount sink and labor to finish edge of sink cutout ($100 allowed for each sink cutout/polish for undermount sink)	26.00

Version 3.0.6

Total : $2356.14

Phone #	Fax #	Email	Website
866.200.0110	770.874.1863	pd@propertymasters.com	www.propertymasters.com

WAIVER AND RELEASE UPON FINAL PAYMENT

STATE OF __________ COUNTY OF _________

THE UNDERSIGNED MECHANIC AND/OR MATERIALMAN HAS BEEN EMPLOYED BY _____________________________ (NAME OF CONTRACTOR) TO FURNISH____(DESCRIBE MATERIALS AND/OR LABOR) FOR THE CONSTRUCTION OF IMPROVEMENTS KNOWN AS __________________________(TITLE OF THE PROJECT OR BUILDING) WHICH IS LOCATED IN THE CITY OF _________________, COUNTY OF ______________, AND IS OWNED BY ______________________ (NAME OF OWNER) AND MORE PARTICULARLY DESCRIBED AS FOLLOWS:

____

____

(DESCRIBE THE PROPERTY UPON WHICH THE IMPROVEMENTS WERE MADE BY USING EITHER A METES AND BOUNDS DESCRIPTION, THELAND LOT DISTRICT, BLOCK AND LOT NUMBER, OR STREET ADDRESS OF THE PROJECT.)

UPON THE RECEIPT OF THE SUM OF $_____________, THE MECHANIC AND/OR MATERIALMAN WAIVES AND RELEASES ANY AND ALL LIENS OR CLAIMS OF LIENS IT HAS UPON THE FOREGOING DESCRIBED PROPERTY OR ANY RIGHTS AGAINST ANY LABOR AND/OR MATERIAL BOND ON ACCOUNTOF LABOR OR MATERIALS, OR BOTH,FURNISHED BY THE UNDERSIGNED TO OR ON ACCOUNT OF SAID CONTRACTOR FORSAID PROPERTY.

GIVEN UNDER HAND AND SEAL THIS _____ DAY OF ____________, ______.

_________________________(SEAL)

EXECUTED IN THE PRESENCE OF: (CONTRACTOR SIGNATURE)

____
(WITNESS)

____
(ADDRESS)

NOTICE: WHEN YOU EXECUTE AND SUBMIT THIS DOCUMENT, YOU SHALL BE CONCLUSIVELY DEEMED TO HAVE BEEN PAID IN FULL THEAMOUNT STATED ABOVE, EVEN IF YOU HAVE NOT ACTUALLY RECEIVED SUCH PAYM ENT, 60 DAYS AFTER THE DATE STATED ABOVE UNLESS YOU FILE EITHER AN AFFIDAVIT OF NONPAYMENT OR A CLAIM OF LIEN PRIOR TO THE EXPIRATION OF SUCH 60 DAY PERIOD. THE FAILURE TO INCLUDE THIS NOTICE LANGUAGE ON THE FACE OFTHE FORM SHALL RENDER THE FORM UNENFORCEABLE AND INVALID AS A WAIVER AND RELEASE UNDER O.C.G.A. SECTION 44-14-366.'

PROPERTY MASTERS

Important Contact Information:

<u>Vendor Department</u>

Email vendors@propertymasters.com

Nicole Ledford
Director, Vendor Management & Procurement
877.253.3445 Direct
Nicole.ledford@propertymasters.com

Cynthia Jones
Recruiter/Bilingual Translator
470.707.5996 Direct
Cynthia.jones@propertymasters.com

Dylan Giles
Vendor Training Manager
256.445.1984 Direct
Dylan.giles@propertymasters.com

Accounts Payable
470.409.1613 Direct
ap@propertymasters.com

Purchasing Department
404.419.8795 Direct
pd@propertymasters.com

Purchasing Department Hours
Monday – Friday from 7am – 5:30pm EST

NO HOLIDAYS