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 Minneapolis, MN 55423
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Welcome Packet - New Vendors

Dear Vendor,

Northwoods Servicing is pleased to begin working with you! To start, we require some documentation about your business:

1. Certificate of Liability Insurance

- Must be provided by Agent and contain the following:
 - Minimum \$1,000,000 General Liability
 - Proof of Workers Compensation
 - Proof of vehicle coverage
 - All policies must name the property, the property owner, and the management company as Certificate Holder and / or as Additional Insured
- Below is an example of a COI:

PRODUCER		Independent Insurance Center, Inc. 1739 Citadel Plaza San Antonio TX 78209-1013		CONTACT		Amanda Kruienza PHONE (A/C No. Ext): (210)821-5080 FAX (A/C No.): (210)805-1290 E-MAIL: amandak@iicsa.com	
INSURED		Davila Electric Company, Inc. 1842 Bandera Rd. San Antonio TX 78228-		INSURER(S) AFFORDING COVERAGE		NAIC #	
				INSURER A: Republic Franklin Insurance Company		12475	
				INSURER B: Utica Lloyd's of Texas		10990	
				INSURER C: Graphics Arts Mutual Insurance Company		25984	
				INSURER D: Texas Mutual Ins. Co		22945	
				INSURER E:			
				INSURER F:			

COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:		
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR	TYPE OF INSURANCE	ADOL SUBR	POLICY NUMBER	POLICY EFF	POLICY EXP	LIMITS
LT/R		INS/D SUBR		(MM/DD/YYYY)	(MM/DD/YYYY)	
B	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR ☒ Contractual Liab. GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☒ PRO-JECT ☐ LOC OTHER:	X	5376157	07/22/2021	07/22/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY		5359669	07/22/2021	07/22/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 10,000		5376158	07/22/2021	07/22/2022	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	0002049784	07/22/2021	07/22/2022	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Crime		5376157	07/22/2021	07/22/2022	Empl Dishonesty \$100,000 Ded \$500

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 The General Liability policy has a provision providing a blanket additional insured, waiver of subrogation and primary and noncontributory status to any person or organization with which the insured has agreed in writing with that person or organization. The Automobile policy has a provision providing a blanket additional insured and waiver of subrogation. The Workers Compensation policy includes a blanket waiver of subrogation which is applied only when the certificate holder has a written contract to obtain such waiver from the insured.

2. Completed W-9 form

- Navigate to the IRS website for the most up to date W-9
 - <https://www.irs.gov/forms-pubs/about-form-w-9>

All vendors must provide a completed W-9 form and will receive a 1099 at year end, if applicable. A Certificate of Liability Insurance is required to work on properties managed by Northwoods Servicing. *Failure to provide these forms will result in termination of use of your services.*

Included with this pack is a breakout of invoicing procedures for your detailed understanding. All invoices will be paid within 30 days. No invoices will be paid from estimates or work order forms. All invoices must be submitted electronically to northwoodsinvoices@avidbill.com

Invoicing Procedures

No payments will be made from estimates or work orders.

As soon as the work is completed, vendor should submit an invoice to northwoodsinvoices@avidbill.com

All invoices submitted should include the following information:

1. Property address and unit #, if applicable
2. Summary of the work completed and whether or not further work is recommended
3. Date of Service
4. Due Date
5. If multiple units are on one invoice, each unit should be a separate line with the amount due for that unit
6. If multiple properties on one invoice, each property should have their own invoice
 - a. Invoices with multiple properties may be delayed/returned to sender. Payment will be delayed
7. Net effect of any applicable discounts or deposits which were made in advance

Properties must be invoiced separately. Multiple units for a single property may be included on one invoice, but it must be clearly indicated what work was performed in each unit.

AVID handles all of Northwoods' payments. Once Northwoods submits a payment to AVID, it is the responsibility of the vendor to contact AVID if they are having trouble locating their payment.

Submitting An Invoice

Email

All emailed invoices should be submitted to northwoodsinvoices@avidbill.com. Northwoods Servicing is not responsible for any invoices not being paid due to failure to submit the invoice to the correct location.

Please see the AVID Bill attachment for additional information regarding invoice submission and processing.



We wanted to let you know that we've partnered with AvidXchange to automate our accounts payable and payment process.

Who Is AvidXchange and What Do They Do?

AvidXchange helps businesses like ours speed up the way we review and approve invoices and payments through accounts payable automation, getting you paid on time for the work you've already done. In fact, AvidXchange processed 75 million transactions in 2023 across their AvidPay Network of 1.2 million suppliers.

Your Action is Required.

To ensure a seamless transition and to avoid delays in the payment process, we require 2 changes to your invoice submission process:

1. Update How You Submit Invoices

Starting today, please send invoices for Northwoods Servicing LLC to AvidXchange using one of these two options:

- ✓ **(Preferred)** Email your invoice to northwoodsinvoices@avidbill.com

Requirements and benefits of emailing invoices: When emailing invoices, attachments must be saved as a PDF and under 10MB. Only one invoice can be included per PDF attachment, but multiple attachments are allowed if the total email size is kept under 25MB. Accessing the PDF should not require following a link or entering a password. Paper deliveries should be turned off. AvidXchange will send an automated email alert from support-noreply@avidbill.com to confirm successfully submitted invoices. Emailing invoices ensures prompt processing, decreases paper handling costs, and is environmentally friendly.

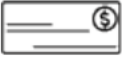
2. Update Your Invoice Details

Please ensure each invoice includes:

- ✓ Property, Entity or Department
- ✓ Ship-to or Service Address
- ✓ Business Name & Remittance Address
- ✓ P.O. Number or Reference

What's Next?

When your first payment is available, AvidXchange will reach out to you directly, via phone and email, to determine how you'd like to receive your next, and all future payments. An AvidXchange payment consultant will review options with you and confirm your preferred way to be paid. Below are the options offered by AvidXchange.

 MASTERCARD Mastercard is our most popular, fastest and secure e-payment method. ✓ Get payments by email within one business day after payment approval ✓ Transactions monitored 24/7 by AvidXchange ✓ Receive a one-time use, virtual Mastercard through a variety of delivery options Fees from your merchant account may apply.	 AVIDPAY DIRECT AvidPay Direct is our enhanced Direct Deposit option. ✓ Get payments within three business days after payment approval ✓ Transactions monitored 24/7 by AvidXchange ✓ Funds deposited directly to your bank account Variable transaction fees will apply.	 CHECK Paper checks are delivered by First Class USPS. ✓ Get payments within 7-10 business days after payment approval
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For any questions about AvidXchange or the new process, visit www.avidxchange.com. Once there, click on the chat feature at the bottom right-hand corner of your screen to chat with their dedicated and experienced support team. And as always, if you have any questions for us at Northwoods Servicing LLC, you can contact Accounting Team - invoice@nwsproperties.com

On behalf of Northwoods Servicing LLC and AvidXchange, **welcome to the AvidPay Network!**



avidxchange.com