

Frequently Asked Questions

VENDORCafé Portal Related Questions

No.	Question	Answer
1	<p>I have checked Paid Invoices in VENDORCafé (as per section 6.4.3).</p> <p>VENDORCafé list my invoice as Paid but I have not received the money.</p> <p>Who do I contact?</p>	<p>Please contact Goodman Accounts Payable by email at accountspayableinvoices_au@goodman.com.</p>
2	<p>I did not receive my VENDORCafé activation email, what do I do?</p>	<p>If you cannot find this email or it has expired, please call our VENDORCafé support line on 1800 316 749 or email ANZ_VENDORCafe_Support@yardi.com and request a copy.</p>
3	<p>I attempted to use my VENDORCafé activation email and the link has expired, what do I do?</p>	<p>If you cannot find this email or it has expired, please call our VENDORCafé support line on 1800 316 749 or email ANZ_VENDORCafe_Support@yardi.com and request a copy.</p>
4	<p>How do I get a co-worker their own log-in credentials for the system?</p>	<p>Begin by clicking the +Add New Contact on your Vendor Information section and begin to fill in all fields in blue. Be sure to click Create User For Contact and either select them with Admin or Invoice Only privileges. This will send them a login email once you click Save.</p> <p>Refer to section 3.2 for guidance.</p>
5	<p>How do I know if my invoice went out correctly?</p>	<p>If you click on the Not Submitted section on your vendor dashboard and anything appears, you have not sent out that invoice.</p> <p>You can also check by clicking on the Pending Invoices tab and to positively confirm the invoice went out. It can take up to 20 minutes for a newly entered invoice to show up under Pending.</p> <p>Refer to section 6.4 for guidance.</p>
6	<p>I have reviewed Invoice History to confirm submission of my invoice to Goodman, but the status says Review. What do I do?</p>	<p>There has potentially been an error transmitting the invoice from VENDORCafé portal to Goodman; please call our VENDORCafé support line on 1800 316 749 or email ANZ_VENDORCafe_Support@yardi.com.</p>

Process Related Questions

No.	Question	Answer
1	What if I need to invoice Goodman for an amount greater than my purchase order (i.e. works cost more)?	<p>If there is a variation between actual cost and the agreed cost/purchase order you will need to raise this with your building manager/property manager as soon as possible.</p> <p>In order to bill Goodman for completed works an approved purchase order/change order must be available to you in the VENDORCafé portal.</p>
2	What if I did not receive a PO in VENDORCafé from Goodman?	<p>Please reach out to your contact at Goodman and request that they generate the purchase order as it is essential for invoicing.</p> <p>We encourage you to request a purchase order before starting works. Emergency works may sometimes occur where it is not possible to raise a purchase order before starting the works, but a PO should then be issued within 24 hours.</p>