External Use

A guide to introduce our Inspector Inquiry Process

Thank you for being a valued consultant at NWM. Your expertise is vital to our mission, and we look forward to a continued fruitful collaboration. We are committed to supporting you and achieving shared success and growth together. Thank you for joining us on this journey!

Inquiry Form:

https://forms.monday.com/forms/e3805b47736154a5b229041b66e7adab?r=use1

(Copy & Paste into Browser)

External Use

Inquiry Process Information

What is the inquiry form?

The inquiry form, similar to a ticketing system, is a new, more efficient process that NWM has developed to manage and track contractor inquiries.

The **inspector services email inbox will no longer be monitored**, so all requests and inquiries must be submitted through this form.

Before submitting a request, you are encouraged to review our payment cadence:

- NWM works with a reverse invoicing system, so as soon as a project is completed and sent to the client, invoicing is prompted. You will receive an invoice when you receive payment.
- Inspection payments can take up to three weeks to reach our accounting team, as they require approval from both NWM and the lender.
- Please check past payments and invoices in Tipalti before submitting a payment inquiry:
    - You can log in here: Tipalti Portal
    - Go to "Invoice History" and click on the three lines on the far right of the invoice number to download a PDF detail with inspection names and amounts.

- Once submitted to Tipalti, processing time is typically around 5 business days. After that, your bank may take an additional 1-2 business days to release the funds to your account.

How to Submit an Inquiry

1. Click on the inquiry form link (provided by the residential or commercial team, or found on the Inspector Resources page, Password: network).
2. Complete the form with all relevant details (e.g., invoice number, job details, payment issue, or other specific questions).
3. Receive a confirmation email from the Operations team acknowledging receipt of your inquiry.
4. The Operations team will review and respond within 24-48 hours.

Frequently Asked Questions

General Questions

Why is NWM switching to an inquiry form instead of email?

This change is designed to improve efficiency and response times for you. The new system provides:

- Faster responses – No more lost or delayed emails.
- Clear tracking – Every inquiry receives an Inquiry ID, allowing you to track your requests easily.
- Elimination of email confusion – Inquiries are assigned directly to the right team member, so they don't get lost or bounced between multiple people.

- Improved organization – All requests are now tracked in a system, ensuring a consistent and seamless experience for every inquiry.

Will submitting a form inquiry delay response time?

No, the form improves response time by streamlining and organizing requests. The Operations team will respond within 24-48 business hours after receiving your submission.

Can I still send an email instead of using the inquiry form?

No, the inspector services email inbox will no longer be monitored, and the initial inquiry request sent via email may go unseen. To ensure your request is received and tracked, you must use the inquiry form.

How do I access the form?

You can ask the residential and commercial team for the direct link. You can also find the form on the Inspector Resources page (Password: network).
For easy access here is the link:
https://forms.monday.com/forms/e3805b47736154a5b229041b66e7adab?r=use1

Who will answer my questions?

The Operations team will handle all contractor inquiries. This team includes:

- Victoria Oliver, Accounting Coordinator
- Taylor Lawson, Operations Coordinator
- Nicole Book, Senior HR & Operations Manager
- Abby Randol, Accounting Coordinator

How will this new system change how I communicate with the Operations team?

Instead of sending emails directly to the Operations team, you will now submit your inquiries through a designated inquiry form (link provided). This new process ensures that all requests are properly tracked and addressed in a timely manner. You will still receive responses via email, just as before—only the initial inquiry submission method has changed to improve efficiency and organization.

Will I still get responses via email?

Yes, you will continue to receive email responses from the Operations team. The only change is that instead of emailing team members directly, you will submit your initial inquiry through the designated form. This ensures your request is properly tracked and receives a timely response.

Submitting an Inquiry

What type of inquiries should I submit through the form?

- Payment-related questions (Check your Tipalti portal first for payment status: Tipalti Login).
- Onboarding questions
- Tax questions
- Tipalti support

- Requests for additional assistance or clarifications

What details should I include in my inquiry?

To ensure a quick resolution, please include:

- Your full name & contact information
- Invoice number(s) (if applicable)
- Project details (address, date, and any other relevant information)
- A clear explanation of your issue or question
- Attach any supporting documents/screenshots to help with inquiry clarification

What if I have multiple questions about different projects?

You can submit one inquiry form for multiple projects—just list each project and provide details for every question in the same submission. If you need to add more details to an existing inquiry submission, reply to the confirmation email instead of submitting a new form. Please only submit a separate form if your question is about an entirely different issue.

How long does it take to get a response?

The Operations team will respond to your inquiry within 24-48 hours.

How will I know if my inquiry has been resolved?

You will receive a confirmation email when your inquiry is received. Once it is resolved or in discussion, the Operations team will send a final email with the resolution or next steps.

If I don't hear back within 48 business hours, what should I do?

First, check your spam/junk folder in case the response was filtered. If you don't see an email, reply to your initial inquiry confirmation email for a status update.

Additional Information

How can I receive supplemental travel pay?

In order to receive supplemental travel pay for an inspection, you must request it from the **scheduling team (503-749-6099)** when the project is assigned. NWM is able to provide supplemental travel pay for any project over 25 miles away.

Where can I find additional inspector resources and information?

To find further information and resources as inspector please visit-
https://nwmriskmanagement.com/inspector-resources/
Password: network