

### **Dispatching vendor without a signed SSTA**

*"We do not yet have a complete profile for you. We will be emailing you a copy of our Standard Service & Terms Agreement to e-sign. Once the SSTA (Standard Service Terms Agreement) is e-signed we pay by credit card within 4-5 days of an e-signed invoice that will be emailed out to you once the job is completed."*

If the vendor agrees to move forward with the job without any further questions – Advise TL and TL will email vendor the SSTA.

If the vendor agrees to move forward with the job but has additional questions on the SSTA/payment that will NOT hold up the dispatch in progress – Advise TL. TL will email vendor the SSTA AND email VR to reach out to vendor regarding SSTA questions.

If the vendor has immediate questions on the SSTA/payment terms that DO hold up the dispatch in progress – see Team Lead.

If vendor refuses to consider or sign SSTA – escalate to TL. Must get TL approval to proceed with vendor.