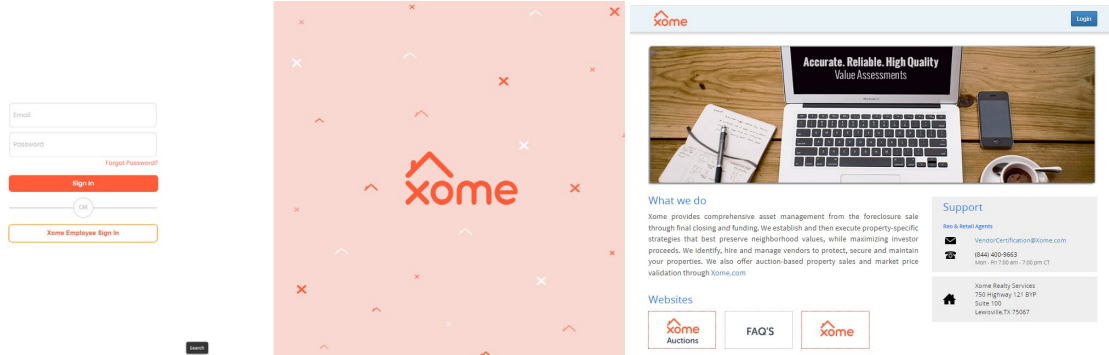
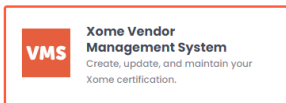


Vendor Management System (VMS) Frequently Asked Questions

- ❖ Sign into the **Xome® apps hub** <https://apps.xome.com/> to access available Xome applications.
- ❖ Clicking Login from VMS website, <https://vendors.xome.com/>, will navigate user to the **Xome® apps hub** for sign in.



- ❖ To self-serve a password reset, click the “Forgot Password” link on the **Xome® apps hub** Sign In screen and follow the instructions.
- ❖ Once signed into the **Xome® apps hub** click the VMS tile to enter your certification profile.



- ❖ VMS supports the following browser versions:
 - IE9 and above
 - Chrome v27.0.1453.93 and above
 - Safari 5.1.2 and above

General System Information:

- ❖ VMS is the system of record for certification profiles of Real Estate Agents and Brokers ONLY.
- ❖ Mandatory fields are identified with a red asterisk *.
- ❖ Documents must be in PDF format and less than 1 MB in size. Files over 1 MB and/or not in PDF format should be emailed to: VendorCertification@xome.com for assistance.
- ❖ Click “Save” if exiting the system before all required fields are completed.
- ❖ Click “Continue” when all required fields have been completed to progress to the next page of the application. If application does not progress when “Continue” button is clicked, or “Continue” button is not available, review the screen for an error message identifying the fields(s) with missing or invalid information.
- ❖ Following completion of updates, the user must click “Submit” on the final profile screen to process profile for review. If the “Submit” button is not available, review the screen for error(s) identifying the fields(s) with missing or invalid information.
- ❖ If additional items are needed following Xome review of submitted documents, the profile will be rejected back to the user for corrections. Items requiring attention will be identified at the top of the profile screen.
- ❖ A background submission is required of the profile agent and all managing brokers identified in the profile. Contact VendorCertification@xome.com to discuss any concerns regarding eligibility prior to completing a submission.
- ❖ Asset assignment eligibility is based on proximity to the HOME address listed in the profile.
- ❖ System users will be automatically logged out after 15 minutes of inactivity.

Multi-State License Functionality:

- 1) On the **Personal Information** tab of the profile, click “*Add another license*”.

Personal Information

First Name * FName
Middle Name * MName
Last Name * LName

Primary E-mail (Login) * Primary41@xome.com
Secondary E-mail Secondary E-mail

Mobile Phone * (123)-456-7890
Home Phone (231)-456-7891
Work Phone * (234)-567-8901

Home Address

Address * 123 Main Street

City * Test
State * NC
Zip * 11111

License Details

Experience as a Licensed Professional * 17

License - 1

License Type * Agent
License Number * 1234
License State * NC
License * TEST.pdf
License Expiration Date * 12/31/2025

[Add another license](#)

[Save](#) [Continue >>](#)

- 2) Complete new fields with license details.
(Repeat step 1 and 2 for any additional state licenses.)

License - 2 [Remove license](#) [Add another license](#)

License Type * Agent
License Number * 2345
License State * SC
License * TEST.pdf
License Expiration Date * 07/01/2027

[Save](#) [Continue >>](#)

- 3) On the **Company Information** tab, utilize the drop down to switch between state-related information for each brokerage and complete the required fields for each state.

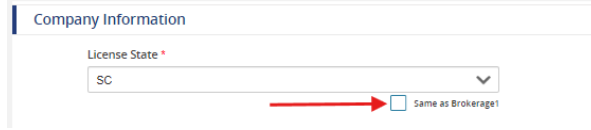
Company Information

License State * NC

NC
SC

- a. If agent is associated to different brokerages by state, all information will need to be completed for the brokerage of the state selected from the drop down. If the brokerage in the additional state(s) is

the same as the first license state, then check box “*Same as Brokerage1*” to copy data from Brokerage 1 to additional brokerage(s) screens.



- b. “*MLS: Is your company a MLS member?*” will not copy from brokerage 1. The appropriate MLS information will need to be added at the state level.
 - c. All required information for all states must be completed before proceeding.
- 4) On the **Service Information** tab, utilize the drop down to switch between state-related information for each brokerage and complete the required fields for each state. Use the drop down to complete the required fields for each state.



- a. Information and documents are to be entered for the state selected.
- b. REO MLA, 3rd Party MLA, Retail MLA documents are to be signed by the managing broker identified for the state.
- c. All required information for all states must be completed before submission.