



Terry McKee, Procurement Director

901 N. Broadway • Knoxville, TN 37917-6699

865.403.1133 • Fax 865.594.8858

procurementinfo@kcdc.org

www.kcdc.org

Important: Action Required from ALL KCDC Vendors

KCDC is adding a new Vendor Management Program (VMP) into our operations. **All** KCDC vendor partners must participate in our Vendor Management Program and must maintain an “Approved Vendor” status within our program. This program ensures that KCDC’s vendors meet reputable business practices and standards to minimize risk and it ensures that our vendors have a satisfactory experience with our organization. This program is through an online vendor portal, known as VendorCafe, and all vendors must register for an online VendorCafe account.

VendorCafe provides a secure and effective way to process and manage business with KCDC online. Vendors will have access to real-time business information including compliance status and invoice status. Through VendorCafe, vendors can:

- Update Electronic Banking Information
- Electronically submit invoices directly through the online portal
- View and monitor the status of invoices and payment details

There are distinct benefits for those vendors who wish to submit invoices electronically through VendorCafe, including the elimination of costs for paper invoices and postage costs for sending paper invoices. Submitting invoices directly into the portal also drastically reduces the opportunity for invoice-loss and will reduce invoice processing time, further expediting payment processing to our vendors.

KCDC will begin rolling out our Vendor Management Program on October 17, 2022. This does require Vendor action. As the implementation begins, you will receive an invitation email from VendorCafe detailing the registration process. This email will go to the email address on file. It is imperative for us to have the correct email address for the individual within your organization that will be responsible for registering and maintaining your vendor status within our program.

Support for VendorCafe will be available to you for assistance with the registration process and for any assistance once your account is set up. You can reach VendorCafe support by emailing VendorCafe_Support@yardi.com or by calling 1-888-251-8210. You may also register for a free training webinar at <https://www.yardipcu.com/77966hosting/index.php/vendorcafe-vendors/>.

For general questions regarding information contained within this letter or general questions regarding our Vendor Management Program, please send your inquiries via email to apadmin@kcdc.org.

KCDC hopes our vendor partners will embrace the change and important enhancement to KCDC’s business model. It is our philosophy that our success will directly contribute to the success of our strategic partners. We thank you for your partnership and look forward to enjoying collaborative success with you.

