

2022/2023 REFERENCE GUIDE FOR WOOD VENDORS

MaineHousing Contacts			
Responsibilities	Name	Phone Number	Email Address
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Vendor relations and monitoring, Vendor Agreements	Lori McPherson	(207) 624-5711	lmcperson@mainehousing.org
	Emily Sparrow	(207) 624-5700	esparrow@mainehousing.org
Reporting suspected client fraud	Vacant		
	Vanessa Taylor	(207) 624-5756	vtaylor@mainehousing.org
Manager of HEAP	Troy Fullmer	(207) 624-5720	tfullmer@mainehousing.org

The following information is not an all-inclusive list of the program requirements or your contractual obligations. Please refer to the Vendor Agreement for additional information. Vendors are fully responsible for complying with the terms and conditions outlined in the Agreement.

1. PRICING

- 1.1. Vendors cannot apply the HEAP Purchase Order to any unpaid balance/charges from a prior delivery or as reimbursement to the Applicant (customer) for any paid deliveries
- 1.2. No charges can be applied to the HEAP Benefit for anything other than wood.
- 1.3. Vendor is to charge an Eligible Household no more than the Vendor’s daily cash price. Vendor may not consider an Eligible Household’s outstanding indebtedness to Vendor in calculating and establishing pricing. Vendor must maintain a daily cash price log, which is subject to review by MaineHousing.

2. PURCHASE ORDER

- 2.1. Vendors will receive Purchase Orders from the CAA for those HEAP Applicants who select them as a Vendor. Please note: the Applicant chooses their wood Vendor.
- 2.2. Purchase Orders expire after sixty (60) calendar days. If there are extenuating circumstances that prevent timely delivery, MaineHousing or CAA may approve extensions on a case-by-case basis. MaineHousing or CAA may, in its sole discretion and at Vendor’s request, extend the effective date of the Purchase Order.
- 2.3. Vendors cannot transfer a Purchase Order to another wood vendor for delivery. If there is a problem in fulfilling a Purchase Order, please contact the CAA or MaineHousing.

- 2.4. Vendor must deliver only the wood type and size specified on the Purchase Order. Any alterations/changes to the wood type or size must be approved, in writing, by MaineHousing. Vendor must obtain MaineHousing's written approval prior to making the delivery. Without approval it may result in the Wood Vendor not being paid for product delivered.

3. DELIVERY AND COMPLETING THE PURCHASE ORDER

- 3.1. Vendors must contact the Applicant to schedule a time to make the delivery.
- 3.2. Vendors may only deliver to the address authorized by the Purchase Order. If an Applicant moves and wants a wood delivery made at their new address, Vendors must have written approval from MaineHousing prior to making the delivery. If an Applicant wants to have their wood delivered to a different address because they have no room at their property, Vendors must have written approval from MaineHousing prior to making the delivery to a different location.
- 3.3. Before unloading, have the Applicant check the wood. (If the Applicant refuses delivery of the wood, contact the CAA or MaineHousing immediately.)
- 3.4. When possible, the full amount of wood should be delivered all at once. Partial deliveries are allowed as long as the final delivery occurs within the required 60 Calendar day period. If a partial delivery is made, write the delivery date, the number of cords delivered, unit cost (cash price) and the total cost of the wood delivery on the Purchase Order. The Vendor and Applicant or their designated representative (17 years or older) must sign and date the Purchase Order. This confirms that the Vendor has delivered the wood type and amount as stated on the Purchase Order and also confirms the Applicant's or designated representative's receipt of and satisfaction with the quantity and quality of the wood.
- 3.5. A wood Vendor cannot sign a Purchase Order on behalf of a customer.

4. PAYMENT

- 4.1. A signed copy of the Purchase Order must be returned to the CAA and one left with the HEAP customers. Vendor should keep a copy of the signed Purchase Order for their records.
- 4.2. Vendors who have received a written extension from CAA or MaineHousing to go beyond the 60-day requirement, must submit a copy of the written extension with the signed copy of the Purchase Order.
- 4.3. Payment for the delivery will be issued by MaineHousing within ten (10) working days of the date the CAA receives the properly completed, signed Purchase Order and enters receipt of the Purchase Order for payment. If payment is not received within the appropriate time period, please contact MaineHousing.

5. GENERAL

- 5.1. Should a discrepancy and/or conflict arise with the wood delivery, please contact either the CAA or MaineHousing to report the situation.
- 5.2. If you are not aware of what the capacity of your delivery truck can hold for wood, please contact the State Department of Weights and Measures at (207) 287-3841.