

VENDOR GUIDE

How the Vendor Portal, ZIP Slots and Your Lead Wallet Work

Everything a Tampa Bay contractor needs to know about joining Tampa Services, receiving leads and keeping your spot.

What's inside

This guide walks you through joining Tampa Services as a vendor, from your first document upload to accepting leads and keeping your ZIP slot. Keep it handy for your office staff too.

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> **Vendor or advertiser?** Contractors and service companies that do the work join as **vendors** and receive customer requests. Businesses that don't do that work, like insurance agents, realtors, lenders, suppliers and local shops, join as **advertisers** and get a Sponsored listing. You can't be both: vendors never buy ads, and advertisers never receive leads.

01 How Tampa Services works for vendors

Homeowners and businesses send one request. We pass it to one vendor at a time who covers that ZIP code and trade.

- **One vendor per lead, in rotation.** Each request is offered to one active vendor in the ZIP. If they pass or don't answer, it moves to the next.
- **You only pay for leads you accept.** The lead fee comes out of a prepaid wallet when you tap Accept. Declined and expired offers cost nothing.
- **Customer contact details unlock when you accept.** Before that you see the service, the area and the job details.
- **Joining is free.** There's no membership fee. Your costs are the leads you accept and any extra ZIP codes you add.

> **Why one at a time?** Shared leads turn every job into a race to the bottom. Here, while an offer is open, it's yours alone.

02 Joining and qualification

We review every application before any leads go out. Have these ready and it goes quickly.

What we need	Notes
Florida license number	If your trade requires one. We look it up on the DBPR site.
General liability insurance certificate	Upload the COI. We track the expiration date.
Workers' comp or exemption	Required if you have employees.
W-9 and Sunbiz record	Your business must be active with the Florida Division of Corporations.
Trades, audience and business location	Residential, commercial or both. Add a Google Business Profile link or street address, plus city and ZIP. Your business ZIP is your free home ZIP.
Signed vendor agreement	Accepted online when you apply.

We look for at least two years in business, a clean license and real reviews. When a license or insurance policy expires, leads pause automatically until you upload the renewal and we verify it.

> **Be accurate.** Only choose trades and job types your license allows. Accepting work outside your license is grounds for removal.

03 A tour of your vendor portal

Sign in at tampa.services/login and choose Vendor. Here's what each page does.

Page	What it's for
Lead inbox	New offers with a countdown, accepted leads, and past leads. Your setup checklist and ZIP slots show at the top.
Wallet	Your balance, every charge, deposit and credit, and the button to request a credit on a lead.
Company & coverage	Trades, residential or commercial, business location and up to 5 ZIP codes.
License & insurance	Upload documents and see expiration dates.
Hours & capacity	Business hours, emergency availability, job sizes and how many leads a week you want.
Project photos	Your portfolio, shown on your provider profile.
Reviews	Reviews from customers on completed jobs, with one public reply each.
Activity and Help	A log of your account activity and support tickets.

> **Sign in at least once every 30 days.** It's one of the ways we know you're active (see section 7).

04 ZIP codes and the 3-per-ZIP rule

Every ZIP code has room for 3 vendors per trade. That keeps rotation meaningful for everyone in it.

- **Active slots.** When you're approved, you get an active slot in each of your ZIP codes and trades where one is open.
- **Waitlist.** If all 3 slots are taken, you join the waitlist in the order you joined. Your portal shows your place in line.
- **Only active vendors get leads in that ZIP.** Waitlisted vendors move up automatically when a slot opens.
- **Up to 5 ZIP codes.** Your free home ZIP comes from your business location and is locked to it. Add up to 4 extra ZIP codes at $100 a month each. The portal suggests nearby ZIPs and shows your monthly total before you save.
- **Why add ZIPs?** More ZIP codes put you in more rotations, and each ZIP only has room for 3 vendors per trade. Extra ZIPs don't guarantee a number of leads.
- Slots aren't property. They can't be sold or transferred, and they don't guarantee a number of leads.

05 Your wallet: funding, charges and credits

Leads are paid from a prepaid wallet. Here's exactly how money moves.

Funding

- Add funds by arrangement with our team. Each payment is recorded with a receipt or reference number.
- Keep at least two leads' worth in your trades so you never miss one.

Charges

- When a lead is offered, its fee is held.
- Accept: the hold becomes a charge.
- Decline or let it expire: the hold is released.

Wallet warnings

- **Low:** under two leads' worth. You'll see a yellow notice in your portal.
- **Empty:** not enough for one lead. New leads skip you, and the 7-day slot clock starts (section 7).

Credits (the only four reasons)

- The phone number is disconnected or fake.
- The customer says they never made the request.
- The job is outside your service area.
- The job isn't a service you offer.

Ask from the charge in your Wallet within 48 hours. Our team reviews every request. Approved credits go back to your wallet, never as cash. Leads you didn't contact within the 6-hour window aren't eligible.

> **Pricing:** lead prices are shown in your portal before you accept each lead. Prices may change for future leads with notice in the portal.

06 Accepting leads and contacting customers

Speed wins jobs. The clocks below are how we keep it fair for customers.

Clock	How long	What happens if you miss it
Accept or decline an offer	30 minutes (15 for emergencies), counted 7am to 9pm ET	The offer moves to the next vendor. It counts as a missed offer.
Contact the customer and tap Contacted	6 business hours (7am to 9pm ET), reminder at hour 4	The lead goes to the next vendor and the fee is forfeited.

- Call or text customers between 8am and 8pm unless they ask otherwise, and honor every stop request.
- Update each lead as you go: estimate sent, appointment, won or lost. It helps us send you better-fit work.
- Missing 3 offers in 7 days pauses your leads for 24 hours. You can resume from your portal.

07 Staying active: dormancy and empty wallets

If you go quiet or your wallet runs dry, the next vendor in line gets a turn at your ZIP.

You're considered dormant if

- You haven't signed in to the portal for **30 days**, or
- **3 lead offers in a row** expired without an answer.

Your wallet is empty if

- The balance can't cover **one lead** in your trades.

1. **Warning**
   We post an urgent notice in your portal and mark the slots at risk, with the date they'll be released.
2. **7 days to fix it**
   Sign in, answer your offers, or add funds. Once you're back in good standing the warning clears on the next daily check.
3. **Slot released**
   If it isn't fixed in 7 days, the slot goes to the next vendor on the waitlist and you move to the back of that line.
4. **Getting it back**
   You get a slot again automatically when one opens and your account is in good standing.

Paused, suspended or unapproved accounts can't hold slots. We may release a slot sooner for a serious breach of the vendor agreement.

08 Reviews and your profile

Reviews on Tampa Services come only from customers on real, completed jobs.

- A customer can review you once per job, after you've accepted it and it was completed or marked hired.
- We publish honest reviews, positive and negative. You get one public reply per review and can ask us to check a review that breaks our Review Policy.
- Never offer anything for a review, write your own, or pressure customers. It's against federal rules and our agreement.
- Add project photos and keep your hours current. A complete profile helps customers say yes.

09 Vendor FAQ

Short answers to what new vendors ask most.

Can I advertise on Tampa Services too?

No. Vendors never buy ads. Advertising is only for businesses that don't do the work we match.

Do I have to accept every lead?

No. Decline anything that isn't a fit. Just answer before the timer runs out.

What if all 3 slots in my ZIP are full?

You join the waitlist and move up automatically when a slot opens. You can also add nearby ZIP codes that have room.

Will I get a refund of my wallet?

Used funds aren't refundable. If you close your account in good standing, you can ask for unused purchased funds back within 60 days, as described in the vendor agreement.

How do I add funds?

Contact our team from Help & support. We record your payment with its reference and the balance shows right away.

Who do I call with a problem?

Open a ticket under Help & support in your portal. A real person reads every one.

10 Your setup checklist

Work through this once. Your portal tracks most of it for you.

- ☐ Application submitted with trades, audience and business location (home ZIP)
- ☐ Florida license number entered (if your trade needs one)
- ☐ Insurance certificate uploaded, expiration date correct
- ☐ Workers' comp or exemption uploaded (if you have employees)
- ☐ W-9 and Sunbiz record on file
- ☐ Vendor agreement accepted
- ☐ Approved by our team
- ☐ Wallet funded with at least two leads' worth
- ☐ Holding at least one active ZIP slot
- ☐ Hours, emergency availability and job sizes set
- ☐ Project photos added
- ☐ Phone notifications on so you see offers within 30 minutes
- ☐ Read this guide and ticked "I've read the Vendor Guide" in the portal

Item	Notes / date
Business name	
Home ZIP + extra ZIPs	
Insurance renewal date	
License renewal date	



Ready to get local jobs?

Apply free. We'll review your documents, set up your ZIP slots and get your first leads moving.

Apply as a vendor

www.tampa.services