Listing VA Assets with VRM
Frequently Asked Questions (FAQ) for Brokers

Q. How do I join your network?

A. Visit **vrmco.com** and click on “Join Our Network” tab, and complete the (1) page questionnaire. It is extremely important that you complete all of the required information.

Q. What types of documents are required for my application?

A. You will need to upload the principal broker’s license, w-9, E&O, GL insurance documents for review.

Q. When will I receive a response?

A. Additions to our broker network are based on business need. We will notify you by email if that need arises.

Q. I am the broker/owner and have multiple offices with the state under the same Broker License and under the same Tax ID. How do I add my other office locations to my profile?

A. Please contact the Vendor Management Team at **vendors@vrmco.com** to discuss the addition of multiple office locations to your approved vendor profile.

Q. Once I am an approved vendor, when will I start receiving assets?

A. Assets are assigned based on specific business needs. All communication regarding asset assignments will be via email only. Therefore, please make certain that the email address on file within your profile is correct.

Q. There is a blank field for “VRMU Certification”, what is this and is it required?

A. VRMU Certification is a two-day course offered by our University Division. The course is an in-depth guide to completing Broker Price Opinions (BPO’s), managing Real Estate Owned (REO) inventory, and acquiring REO assets. The certification is NOT required to become an approved VRM Vendor (you can submit the profile while leaving that field blank). Should you have interest in learning more about the certification, please visit the VRMU website at **training.vrmco.com.**

Q. I want to take the VRMU certification course but I am located in a remote part of the United States. Will the VRMU Certification Course ever be offered online?

A. Yes, we now offer on-line courses. Please click on the “Training” tab to learn more and register.

Q. How do I update my vendor profile?

A. Click the General menu option that appears on the left hand side of the screen. This screen will allow you to update your business information such as Business Name, Diversity Information, Coverages, etc.

Q. How do I update my contact email address?

A. Click on the 'Contacts' item on the left menu. You will be presented with a list of one of more contacts from which you can select your contact profile to view its details. Once you are viewing the details screen, you can update the necessary information and hit 'Save'.

Q. How can I reset my password?

A. Click 'Main Menu' in the menu above. Next, select the 'My Account' item in center of the page. Select the 'Password' button, enter your new password and click 'Save'.

Q. I cannot edit any information other than my own contact information. Why is this?

A. You are setup as a Read Only user. Contact the administrator of your company's VRMS vendor account.

Q. How do I update my profile with a new broker/sales license?

A. Once you sign in using your username and password, click on “Vendor Management System”. Once logged in, you will see your company's general information. On the left hand side of the screen, click on “Contacts”. You will need to click on the contact record that you wish to add and/or update a license for. The “Add License” option is displayed on the Contact details page.

Q. What platform will be used to manage VA assets?

A. We use our proprietary system called VRMS. Training for this new system will be available at live trainings and online through our LRP (Learning Resource Portal).

Q. If I have questions, who do I contact?

A. Reach us by email at **vrm-supplier@vrmco.com** or 855-843-8323.