



## FAQs

When does APP send the alert to the procurement officer that a contract's certificate of insurance is about to expire?

**An alert is sent on the day after COI Expiration**

When does APP send the alert to the supplier that a contract's certificate of insurance is about to expire?

**An alert is sent 90, 30, and day after COI Expiration**

What is the cadence of the alerts to the supplier that a contract's certificate of insurance is about to expire?

**APP triggers alerts every morning on the 90, 30, and day after COI Expiration**

What is the cadence of the alerts to the procurement officer that a contract's certificate of insurance is about to expire?

**APP triggers alerts every morning on the day of COI**

What parameter within the contract triggers the alert that a contract's certificate of insurance is about to expire?

**The alert is based on the COI Document expiration date**

Where can the supplier find instructions for how to update the certificate of insurance?

**Supplier instructions are included on COI Expiration Alerts**

**You can visit [spo.az.gov](http://spo.az.gov)**

# Quick Reference Guides

Quick Reference Guides (QRGs) are also available for additional support. The QRGs are short 1-3 page job aids that help to walk users through key process steps.

Click on the topic below to see the related QRGs.

Supplier Registration ▾

Solicitations ▾

Contracts ▲

[How to Upload a Catalog to Your Profile](#)

[Uploading Certificate of Insurance](#)

[https://spo.az.gov/sites/default/files/Uploading%20Certificate%20of%20Insurance\\_0.pdf](https://spo.az.gov/sites/default/files/Uploading%20Certificate%20of%20Insurance_0.pdf)

What is in the message that the supplier and contract manager receive?

**Subject: Insurance document "CTRXXXXX Certificate of Insurance" has expired**

**Dear [Supplier/Contract Officer Name],**

**The following document attached to contract CTRXXXXX - Flexible Spending Account Administration has expired:**

**Document "CTRXXXXX Certificate of Insurance", version 1 expired on 10/01/2024.**

**You can upload a new version in APP by visiting the documents section of CTRXXXXX - Flexible Spending Account Administration.**

**For instructions on how to upload a new document in APP, please refer this QRG [here](#).**

**Best regards,**

**Your Administrator**

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