

Q: Who is BROWZ and what exactly does your company do?

A: More and more companies are requiring contractors to demonstrate compliance with corporate standards and industry regulations. BROWZ simplifies the exchange of prequalification and compliance data between contractors and their clients.

Registration with BROWZ allows you to submit the data required by your client in order to demonstrate compliance with their standards and be qualified to conduct business. During the registration and submittal process, you will be assigned a compliance agent to simplify the process and help you understand the requirements.

Q: Why do we need to register with BROWZ if we already sent all our information to the client?

A: Your client wants to verify that everyone going on site is meeting the same standards. This protects your company as you can be assured everyone is meeting the same company standards and no one is undercutting your bids by cutting corners.

When you submit the documents directly to BROWZ, you know that you have met the document requirements and your compliance agent can help during this process so nothing is missed. Furthermore, BROWZ will proactively reach out to you to receive updated documents as deadlines are approaching. This helps to protect you from lost work or lapsed insurance policies.

Q: Why is my client using BROWZ?

A: Your client wants to ensure that every contractor, vendor, or supplier entering their facility is safety conscious. BROWZ clients have access to your compliance data 24/7 which consists of a single repository of verified compliance data. This provides your client the ability to monitor compliance and make better decisions to reduce risk.

Should an accident occur, such as property damage, injury, or death, every company on site knows that the correct insurance and safety requirements were met prior to entering the facility.

Q: Who can I speak with at 'client' to verify?

A: The best way to learn more about the BROWZ program is to reach out to your local contact with your client. Some clients have a corporate contact in charge of this transition to BROWZ. In those situations, the name can be provided to you.

BROWZ will host town hall meetings for a new client implementation. At these meetings you will learn about the BROWZ program and have the opportunity to ask questions. Attendance is highly recommended.

Q: By registering with BROWZ, does this mean I am guaranteed work?

A: BROWZ will help solidify your relationship with your client though work cannot be guaranteed. Your client will use BROWZ to know which contractors, vendors, and suppliers are ready for work at any time.

After registering, you can set up a BROWZ InTouch Profile page so that you can market your company to all of the BROWZ clients. The InTouch Profile is included in the cost of your annual membership and is an excellent way to increase exposure for your company through our system.

Q: Why is there a fee to the contractor? What does this fee cover?

A: The fee covers the administrative cost to review each line of your documentation and maintain the documents. Additionally, we will reach out to you as deadlines and expiration dates approach to make sure no compliance documents lapse which could prevent you from doing work with the client.

BROWZ partners with each contractor and supplier to keep your records up to date and keep you work-ready at any moment.

Additionally, the registration includes the BROWZ InTouch Profile. You can list your company within the BROWZ InTouch Directory and promote your business to qualified customers. Once activated, both current and prospective customers will be able to search the InTouch Directory to review company profiles and connect with compliance-focused contractors, like you.

Q: How many clients are covered with the initial registration cost?

A: The initial registration cost covers the first client with BROWZ. There is an additional cost to add a client to your account based on the level of service that will be provided for the new client.

Q: Is this a one-time fee, or annual?

A: The membership cost is annual and will cover your account for one year from the date you initially register with BROWZ. The annual membership cost will increase when additional clients are added to your account.

Q: How do we pay the fee?

A: You can pay by credit card, by check or electronically through ACH or Wire transfer. Once payment has been applied, your account will be activated and the client will be notified that you have started the compliance process. Your invoice includes detailed instructions on how to pay using all acceptable payment methods.

Q: Do you automatically charge my credit card each year?

A: As part of our security, BROWZ does not keep credit card information on file. When your subscription expiration date is approaching, you will receive notification that includes an invoice of your annual membership fee. You can pay it using the same method as your initial payment or you can choose another payment method. Your invoice will include detailed instructions on how to pay using all acceptable payment methods. Paying your annual membership fee will keep your account active for another year.

Q: If I cannot meet the compliance requirements, will I receive a refund?

A: The registration cost pays for the administrative work of collecting, reviewing and verifying that you meet the client's requirements.

Refunds will only be issued when a contractor has been double billed or if the contractor paid for a duplicate account.

Q: If the client is requiring this, why doesn't the client pay this fee?

A: BROWZ clients do pay a portion of the cost to manage and maintain your documentation within the BROWZ database. Clients request their contractors, vendors, and suppliers to pay the other portion of the registration fee to ensure timely registration and submittal of documentation.

Part of your registration includes marketing through the BROWZ InTouch Directory. This allows you to obtain additional clients and income stream.

Q: I am still collecting the documents; can I pay after those are collected?

A: Paying for the registration upfront can save you time in the registration process. The registration fee covers the administration cost of reviewing and verifying your Company's documents. You can submit your documents prior to making payment; however, BROWZ will not review or verify the documents until after payment has been made and your account is active. Once your account is active, documents already submitted will be reviewed and your compliance agent can help you collect the remaining documents that are critical for your compliance status. If you pay the registration fee early, your compliance agent can help you identify the documents upfront that are critical to your compliance status which could save you time.

Q: Do we pay a fee for some type of certification and then we are in compliance?

A: The registration fee is an administrative cost in order to proceed with being BROWZ Compliant. Once the account is active with the payment and the correct documentation is submitted, BROWZ reviews each document to make sure the requirements of your client are being met. Once that has been verified and all requirements from the client are met, your account is then set to “Compliant” status with a Green Checkmark.

Q: What type of benefits do we get from participating in this program?

A: Every contractor, vendor, and supplier will know at any time when they are ready to do work with a particular client. Your compliance agent will help streamline this process so that you can save time when bidding on additional work.

Other than having all of your documentation in one centrally located secure spot, the InTouch Profile provides potential marketing benefits. Our services allow you to become exclusive with the client you are registering for and allow you to continue on site work for current or future jobs. Our services are designed to eliminate all companies that are unsafe or do not have the correct, up to date insurance and documentation needed to be on site for the client.

Participating in the BROWZ program shows that your company takes pride in your safety and performance. Registration with BROWZ will level the playing field and clearly differentiate you from the competition.

Q: When will I hear from the compliance agent?

A: Your compliance agent will reach out to you via email or phone within 1-2 business days after payment is made and your account is activated. You can also call your compliance agent immediately after making payment and they can help you begin the process of submitting the required documents for your client.

Q: Are we able to speak to our compliance agent before we pay to make sure we will be approved?

A: To ensure quality service to our customers, BROWZ compliance agents work with paid active accounts. Your compliance agent can provide you with your client’s compliance requirements before you make payment; however, they will not be able to verify or confirm whether or not you will be approved.

Q: How much time does this take so that I can be on site?

A: This is largely dependent on the individual contractor, vendor, or supplier. You may need more time to collect and submit the documents. Once received, BROWZ will review each piece to make sure it meets your client's requirements. Typically, this process takes 3-5 business days. If you have to be on site within the next couple weeks, please notify your compliance agent right away so that we can process your documents accordingly.

Q: How much time on my end or my employees end does this process usually take to complete?

A: The time that this will take in order for your company to be in compliance really depends on your company and how quickly you are able to submit all the required documentation usually by email or by uploading the documents to your new account online. Your compliance agent is here to help and streamline the process as much as possible.

If you have to be on site within the next couple weeks, please notify your compliance agent right away so that we can process your documents accordingly.

Q: What documentation will be required from us?

A: The documents that BROWZ requests are completely based on the client's request for their contractors, suppliers, and vendors. Each client is different and may require more or less depending on the type of work you do; some examples of requested documentation include: insurance certificates, safety statistics, citation history, or safety guidelines.

Q: I just sent my documents to 'client'; do I still need to register?

A: Moving forward, the client will no longer have a place to store and house this information. They ask that you register with BROWZ so that you can be pre-qualified to work on-site. Going forward, the client will be procuring their work through the BROWZ database.

Q: Why can't the client send our information to BROWZ?

A: For security purposes, BROWZ requires the documents to be sent directly from the contractor, vendor, or supplier. You can submit your information to BROWZ by uploading the documentation online, by email, or through the mail.