

Frequently Asked Questions

Q1: What is Ipro LiVe?

A1: Ipro LiVe is a third party compliance verification service. Clarkson Electrical Ltd has contracted with Ipro LiVe to obtain and maintain contractor qualification information. Examples of contractor qualification information can include business information, legal information, license and insurance verification, financial and safety records etc. For more information about Ipro LiVe, visit www.Iprolive.com.

Q2: I have been doing business with Clarkson Electrical for many years. Why am I being asked to provide this information now?

A2: First, Clarksons is now required to comply with several new regulatory requirements. These requirements are one reason why it is important that Clarkson Electrical Ltd contractors are properly qualified.

Second, Clarksons wants to execute this process as efficiently as possible and in a manner that requires a minimum of your time. We believe that the Ipro LiVe process is very efficient in this regard.

Third, Clarkson Electrical Ltd recognises that its contractors are often asked to supply identical qualification information to multiple customers. We believe the verified Ipro LiVe registration option can be beneficial to contractors because it eliminates the need for you to make redundant submissions of qualification information to multiple parties.

Q3: Has Clarkson Electrical signed an agreement with Ipro LiVe?

A3: Yes

Q4: What should I do if I believe that my company received the registration letter in error?

A4: Notify Clarkson Electrical Ltd and provide a reason why you believe that your company received this letter in error. Please include your name and the name of your company.

Q5: If I register with Ipro LiVe for Clarkson's, must I register a second time if another company asks me to register?

A5: No. You would not need to register a second time. You will need to log into your Ipro LiVe account and attach the new client to your account.

Please feel free to contact Ipro LiVe on 1300 IPRO LIVE (Australia) or 0800 IPRO LIVE (New Zealand) to discuss this or submit questions or comments directly to Ipro LiVe.

Q6: If I do not register with Ipro LiVe, will it adversely impact on my ability to secure business with Clarkson Electrical Ltd in the future?

A6: There is no specific answer to this question. The answer depends on the service your company provides. Clarkson values each of its contractors and suppliers and it is our intent to maintain positive and mutually beneficial relationships with our contractors and suppliers. Please note the following however:

Firstly, Clarkson Electrical will be using the Ipro LiVe system to select contractors for future sourcing opportunities. Therefore, we strongly encourage companies that desire to do business with Clarkson in the future to register their qualification information with Ipro LiVe.

Secondly, Clarkson believes that better sourcing decisions are made when more information about prospective contractors is available. Therefore, companies that pursue verified registration with Ipro LiVe may have an advantage as more information will be available to evaluate contractor risk.



Contractor Management System



Clarkson Electrical Ltd
PO Box 22-515
Otahuhu
New Zealand
Email: info@clarksons.co.nz
URL : www.clarksons.co.nz



Contact Ipro LiVe on **0800 IPRO LIVE** (New Zealand)

Note to Clarkson Contractors

The cost of qualifying contractors and annually recertifying compliance information is very high. Clarkson Electrical Ltd, like many companies, is now required to comply with several new laws and regulations whose objective is to improve corporate governance and internal auditing controls and thereby reduce risk.

Your registration with Ipro LiVe will help Clarkson Electrical comply with these new regulations where our relationships with contractors are concerned. Your registration with Ipro LiVe can also reduce your costs of both administering qualification information and providing it to multiple customers, including Clarkson Electrical (see Frequently Asked Questions)

Clarkson Electrical has partnered with Ipro LiVe to provide you with the following benefits:

Reduced Internal Costs

Outsourcing to Ipro LiVe eliminates the need to provide information in various formats to multiple prospects and customers, reducing costs through the elimination of administrative labour and related expenses such as mailings, document management and record storage.

Ipro LiVe Certification

With certification enjoy peace of mind knowing you are always up to date with your compliance management thus reducing the risk of missing out on future work.

Cost-Effective Way to Reduce Risk

Business relationships with customers are inherently risky. Business can be lost due to overlooked items such as loss of insurance, poor safety performance documentation, a negative report from a third party giving inaccurate information about your business, failing to comply with government regulation, or failing to comply with other requirements from your prospects and customers. Ipro LiVe provides an easy and cost-effective way to manage the ever increasing requirements from your prospects and customers.

Build Better Relationships

Rather than committing time and money to managing the collation and ongoing maintenance of compliance data, Ipro LiVe will allow you to free up this cost to improve and build better relationships to increase your business opportunities, income and profit.

Simplified Collection of Records

Let Ipro LiVe help you deliver important information to your prospects and customers without having to respond individually to each inquiry. Using the Ipro LiVe Verification Service, you now have the ability to create one single file containing the information your prospects and customers require. Ipro LiVe helps you eliminate sending out the same information over and over again in different formats to your many customers and prospects. Ipro LiVe also ensure that your most current information is provided to your customers on every occasion.

Reduced Internal Costs

Outsourcing to Ipro LiVe eliminates the need to provide information in various formats to multiple prospects and customers, reducing costs through the elimination of administrative labour and related expenses such as mailings, document management, and record storage.

Independent Compliance Verification

Verification of contractor information data is a key element of the Ipro LiVe Verification System. Ipro LiVe helps you deliver the ever increasing requests for information from your prospects and customers. Your information is posted to a secure, convenient website for review by your prospects and customers, helping to differentiate you from your competitors.

Flexible Document Management and Archiving

Ipro LiVe has flexible search and report capabilities that help you to save time by producing appropriate documents for your customers to view, allowing you to focus on your product or service as opposed to managing paper.

Timely Change Notification

When important contractors status changes occur, Ipro LiVe sends an electronic notification of the changes to both you and your client. Through this service, Ipro LiVe helps to ensure that you remain compliant and that you receive adequate warning when you are nearing or have incurred a compliance status change.