



FAQs for members of Master Plumbers

1) What is i4Tradies?

i4Tradies is a simple tool using your phone (App), tablet or computer that helps you drive new business, quote for jobs, schedule jobs from start through to completion, assign work to an employee and take payment. It's a tool that helps your business grow and simplifies how you manage your daily operations.

2) What are the benefits of using the i4Tradies platform?

i4Tradies is a cloud-based job management platform that will help you with:

- A fast and simple way to receive and respond to job requests
- Easy job scheduling, tracking and management
- Electronic invoicing and payment
- Track your performance via instant customer ratings and reviews
- Access business insights anywhere, anytime
- Increase your SEO ranking and make it easier for people to find you online
- Reduce your paperwork and get some much needed time back in your day

3) How does it work?

i4Tradies is a single cloud-integrated job management software, accessible anywhere, anytime to help connect customers and trades businesses.

- Once your new i4Tradies- business account is set up, you will receive an email with your login details and information about how to get started.
- You will automatically be listed on the Master Plumbers App, which customers can use to find you and request jobs.
- You can also manually add jobs that come to you via other channels such as by phone, SMS, email or via the Find a plumber tool on the Master Plumbers website.
- From there, the platform allows you to manage the entire process seamlessly and in real time, improving the experience for both customer and your business.

4) What are the benefits for members of Master Plumbers?

Master Plumbers has partnered in Victoria with i4Tradies to provide an innovative Uber-style App for its members called MP app. MPApp is not offered to any other plumbers in Victoria. Therefore, Master Plumbers members in Victoria will have a competitive edge compared to other plumbers. Master Plumbers has also negotiated a substantial reduction in costs for members. See below.

5) How much does it cost?

It costs nothing to sign up or access the i4Tradies platform. The pricing model is called 'pay as you go' which means you only pay per transaction.

Master Plumbers in Victoria has negotiated a substantial reduction for members who will not pay any transaction fees in the first year of signing up for i4Tradies, until they reach the value of their annual Master Plumbers membership fee. Thereafter, members will receive 33% off the standard Market Rates for each transaction. The discounted rates are as follows:

- \$0.50 + GST when you provide a quote (called Request fee) and
- \$3.00 + GST when the job is completed, the invoice is accepted and paid by the client. If the client rejects the quote, you will only pay \$0.50 Ex GST. These amounts are irrespective of the size or value of the work.

6) How do I join?

Go to i4tradies.com.au/master-plumbers-members-app and sign up, and it's a simple two-step procedure. All that is required is your Business registration certificate and current Plumbers liability insurance. You can add other certificates such as police clearance, working with children etc. to assist consumers further. You can also define your geographical area of service delivery.

7) Do I have to sign a contract?

No. To sign up for the MPapp and use the i4Tradies platform, we simply ask that you agree to the operative provisions on the i4Tradies website www.i4tradies.com.au/tsa.

Master Plumbers also requires members to uphold the following **Master Plumbers Customer Promise**:

- To comply with the Master Plumbers Association Code of Ethics
- To maintain a high standard of service and respond to requests within a reasonable period of time

8) Is training available?

Yes. Once you login to your i4Tradies account, you will have access to how-to videos, a help line and email support. i4Tradies offers all subscribers a FREE one hour, online training session which can be organized directly with i4Tradies, at a time that suits the member.

9) How will the public know I use i4Tradies?

The i4Tradies logo will appear on your listing on the Find-a-plumber site through plumber.com.au or they can download the Master Plumbers App through Apple Store or Google Play.

10) How does i4Tradies increase my SEO ranking?

Search Engine Optimisation (SEO) is a way of raising your business' profile online, so that when people search for a plumber in your area, your business will appear higher on their list of search results. When a job is completed via i4Tradies, feedback from your customer (including images) is posted on a dedicated web page which is indexed with Google. This will give you a higher SEO ranking and enhance your capability of capturing new business.

11) How will this work if I am on Find A Plumber?

If you are using the i4Tradies platform, every time a customer uses the 'Find a Plumber' feature on the Master Plumber's website, their request will automatically land to your i4Tradies dashboard, if you are the right fit for that job request. This means rather than getting an email or SMS from a third party, you will be notified instantly via an in-app notification, which you can review and respond to instantaneously.

12) Who do I contact for more information?

Contact the Membership team at Master Plumbers for more information at 03 9329 9622 or membership@plumber.com.au.