

Trax® Frequently Asked Questions for Contractors

Your Operations. Simplified. Your Business. Strengthened.



1. What is *i-Trax*®?

i-Trax® is a centralized platform for inspection workflows, client management, and AHJ compliance reporting.

It helps ensure inspections are performed by qualified personnel using standardized forms. It is *not* an enforcement tool and does not replace your business.



2. How does pricing work?

- Per unit, annual fee (not per inspection)
- No per-user, per-seat, or per-login fees
- Costs scale with your business – not your headcounts
- Fees may vary by unit type and AHJ

Included at no additional cost:

- CRM/client management
- Scheduling and recurring inspections
- Quoting and proposals
- Inventory tracking
- AI productivity reporting



3. How does it help with compliance?

- Ensures licensed, qualified technicians perform inspections
- Uses approved, standard forms
- Enables one-click submission to AHJs and clients
- Reduces rejections, rework, and delays
- Maintains a complete audit trail



4. How does it improve operations?

- Eliminates duplicate data entry
- Consolidates multiple systems into one platform
- Automates scheduling and reporting
- Provides performance insights on technicians and operations
- Offers spatial mapping of assets and inspections



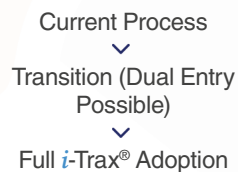
5. Who owns and controls the data?

- You own your data
- Data is secure and permission-based
- Download/export anytime
- Never sold or shared with competitor



6. Do I have to change my workflow?

- *i-Trax*® may be required for AHJ reporting
- You can adopt other features at your own pace
- Some temporary dual entry may occur during transition



7. Are tags required?

- QR/digital tags are required depending on AHJ
- Tags are contractor-specific and may be customizable
- Replacement cycles depend on tag condition (typically 7 year cycle)



8. What payments and taxes are required?

- Payments processed via Finix (third-party)
- Processing fees for contractor services may apply (per transaction and/or %)
- Tax calculations may be provided (e.g., Avalara)
- Contractor is responsible for tax filing and remittance



9. Does this help grow my business?

- Creates opportunities tied to AHJ compliance during insurer underwriting process
- Helps eliminate unqualified competitors
- Creates opportunities for derivative products
- Improves efficiency and capacity without adding overhead



10. What are my key responsibilities?

- Verify all data, forms, and submissions are current and accurate
- Offline forms may not reflect latest requirements
- Inspectors remain responsible for inspection decisions



11. What *i-Trax* is NOT?

- Not an enforcement or citation system
- Not a competitor to contractors
- Does not sell contractor data
- Does not replace professional judgement



i-Trax® reduces software costs, streamlines compliance, and centralizes your operations – while positioning your business to win more work in a more regulated, standards-driven market.

Lower Costs • Stronger Compliance • Centralized Operations • Grow Your Business