



# FAQ Sheet

## (Frequently Asked Questions)

### **What is the Mr Window National (MWN) Network?**

The MWN Network was created for you to be able to compete against other large national service providers for regional and/or national service contracts. The goal of the MWN network is simple, “Give Local Service Providers – National Power!”

### **Where is the MWN Network located?**

The network is located throughout the United States with affiliates providing services across the country. The network is headquartered in Los Angeles, California. There are some affiliates from other countries. One of the future goals of the network is to develop international coverage as more and more retailers and national chains grow with international expansion.

### **Who operates the MWN Network?**

The network is operated by a private corporation on behalf of window cleaners nationwide. Associations have anti-trust laws which prohibit them from pursuing national contracts due to provisions of collusion laws. Therefore this is a private network operated by a corporation where you must qualify and be invited as a sub-contractor. The network does not dictate any subcontractors’ prices; the Affiliates & Partners submit their own prices & have the ability to network together when bidding on contract opportunities. The network headquarters simply helps facilitate the process for bidding, work order management & other administrative duties.

### **How is the MWN Network different than other National Service Organizations (NSO’s)?**

The MWN Network is a network of “professional” local service providers who work together to pursue national contracts. NSO’s are not service providers, they are management companies with administrative staff who pursue national contracts and then subcontract to local service providers. Ultimately they are just a “middle man” absorbing profits between the national client and local service providers. The MWN Network works for and on behalf of local service providers, “Giving Local Service Providers – National Power” in order to compete against NSO’s and other large national service companies.



## **Who can join the MWN Network?**

Anyone who owns a quality service business and wants to grow their company with retail chains, fast food & restaurant chains and/or commercial buildings from low rise to high rise. There are pre-qualifications required in order to move up to a Partner status within the network.

## **How much does it cost to be an Affiliate?**

There is No Cost to be an Affiliate of the MWN Network

## **How do I join the MWN Network?**

Simply go to <https://www.officeroam.com/signup/index.asp?ID=45038>

Fill out sign up form and join as an Affiliate until you are ready to protect your area by becoming a Partner of the MWN Network.

## **How much does it cost to be a Partner?**

There is an annual fee to be a Partner of the MWN Network. Partners receive exclusive first rights of refusal on all regional and/or national contracts in their area. The question is what it costs to not become a Partner of the network. For only \$500 per year you gain the competitive advantage amongst other local service providers in your area.

## **Is the \$500 a one-time fee or are there ongoing charges?**

The \$500 fee to become an exclusive Partner of the MWN Network is an annual fee that covers the annual advertising costs to target market the national facility managers for retail chains, restaurants and commercial properties from low rise to high rise. There are No Other fees.

## **How does the MWN Network advertise for national contracts?**

Costs for advertising in national trade magazines average \$5,000 for a full page ad. With a frequency of monthly to quarterly ads as well as advertising in several trade magazines the costs for advertising in national publications is simply too costly for local service providers. The annual Partner fees allow for the network to pool these funds together to develop national advertising programs. In return the Partners receive the exclusive first rights of refusal on all national contracts in their areas. As more and more local service providers join as Partners of the network this directly results in more ads being placed and the stronger the network will become in targeting national retailers & national commercial property firms. You should definitely contact your friends and/or associates in your industry who are NOT in your service area but are in other regions or states and encourage them to become a Partner of the MWN Network since it will directly



benefit you and the ability of the network to place more national ads on your behalf.

### **What assurance is there that if I become a Partner that I will get a return on my investment (ROI) in a reasonable amount of time?**

The question is what is it going to cost you if one of your competitors becomes the Partner first in your area? You would then be excluded from most national contract opportunities. You could still be a part of the network as an affiliate and benefit from the Purchase Power Program, Vendor Incentive Program, Discussion Forums, Networking, Use the 'Ask Mr Window' Knowledge Base, and many other features that the network will develop & provide in the future. These benefits and more are alone worth the annual fee to become a Partner. The first rights of refusal is a key benefit you receive for becoming the 'First' Partner in your area to join the network. Waiting to see what happens could be a mistake because your competitors just might be reading this as well.

### **What territory does a Partner cover?**

Partners cover one county but can sign up for multiple counties upon approval by the Advisory Council. The purpose of approval is to protect the integrity of the network by trying to prevent any one company from obtaining partnerships for entire states which would defeat the purpose of the network in giving local companies national leverage.

### **What is the Advisory Council?**

The Advisory Council is comprised of 5 Partners – Ground Operations and 5 Partners – Suspended Operations. The Advisory Council is the voice of the Affiliates & Partners within the network.

### **When can I join as a Partner?**

As soon as you submit a Subcontractor Qualification form and sign a Partner Agreement. The MWN Network looks to build partnerships with members of professional associations who are also pursuing their certifications.

### **Do I have to be a member of a trade association and/or be certified in order to join the MWN Network?**

No – If you are an Affiliate. Yes – If you are a Partner. The goal of the MWN Network is to allow small companies to participate but to encourage them to be a part of an association and also become certified. This strategy will help industry associations and certifications expand. By requiring Partners to be members of an association and enrolled in certification the MWN Network is able to build a



“strong & skilled” network unparalleled in our industry and one that national clients have never seen before. The integrity of the network is based on “professional” Partners which will allow this national network to compete amongst other national providers at a different level that they are not familiar with, giving the MWN Network a clear competitive advantage. A network of the “Best in the Industry” packaged and presented to national clients to make “Best Choice” rather than “Best Price” decisions.

### **What association do I have to belong to?**

To become a Partner of the MWN Network you must be an active member to any non-profit association in your industry which has a professional code of ethics established, bylaws, board of directors, seminars and/or training, networking and other functions.

### **What certification(s) do I have to achieve?**

You must at least be “Enrolled” to a certification program in your industry in order to become a Partner of the MWN Network. This protects the integrity of the network, raises the level of professionalism within the network and truly makes it an environment where only the best of the best network and pursue national contracts.

### **Do Affiliates & Partners need to have insurance coverage(s)?**

Affiliates should have all proper insurance coverage(s). Partners are required to submit certificates of insurance to MWN Network listing our corporation as an additional insured as follows:

Mr Window, Inc., dba Mr Window National Network including all other affiliates, partners, subordinates and any other subsidiaries of the MWN Network shall be named as additional insured with respect to General Liability.

Mr Window, Inc dba Mr Window National Network  
600 Central Ave, Suite 105  
Lake Elsinore, CA 92530

### **How does the MWN network get paid for their administrative duties?**

The MWN Network requests bids from the network Affiliates and Partners and then adds their administrative costs onto your bid. We do not charge you any fees, or take any commissions out of the figures you provide for the bids. Ultimately resulting in no cost to you!



## **How do Affiliates & Partners get paid for services performed?**

The process is simple – we submit work orders to you for all jobs that need to be serviced. Upon completion of service the manager signs the work order. You mail the signed work order with your invoice to MWN Network. We process all completed work orders to create one invoice for the client. Once we receive payment from client we distribute the funds to each affiliate for services performed.

## **Can the MWN Network work from my invoices or statement systems or are there special check in, billing or other special procedures?**

You do not have to change any of the systems you are using for invoicing and billing. Most national clients require signed work orders however through technology some national clients are starting to require logging in and logging out at a computer terminal located at each location. We expect this trend to continue as technology progresses, national clients streamline operations and a Green Environment moves more towards a “Paperless Process”.

## **When submitting invoices for services performed does the MWN Network require separate invoices for each location or can it be on one invoice?**

Whatever works best for you and your systems that you already have in place. All we require is that the “signed” work orders are attached to your invoice. If your invoice has multiple locations then you should have multiple work orders attached to the one invoice.

## **What are the terms of payments?**

National clients have a Net 30 day term under most service contracts. Affiliates & Partners of the MWN Network have a Net 45 day term. This allows the network enough time to process your invoices and mail payment once payment has been received from the national client.

## **What variables would cause payments to be late?**

- 1) If a work order is sent in without a signature
- 2) If a signed work order is sent in without your invoice
- 3) If you provide the service then wait one or two weeks to send us your work order & invoice. We cannot bill the national client until we have received confirmation that the services were completed.
- 4) If the national client pays for the services over Net 30 days



## **What happens if payments are slow from the national client?**

All businesses have to deal with slow paying clients from time to time. The network will follow proper protocol and communication of any problems with slow paying national clients. At 30 days past due an announcement is posted for affiliates & partners of the network to be notified of late paying clients. At 60 days past due an announcement is posted for affiliates & partners to be notified to hold services. Holding services is critical for affiliates & partners to follow in order to reduce the amount of your potential bad debt.

## **Who holds the contract with the national client?**

The MWN Network holds the contract with the national clients on your behalf. The affiliates and partners of the MWN Network are included in the clauses of all contracts therefore have all of the rights, responsibilities and protection of such contract with the national client.

## **Whose prices will the service rates be based on?**

Yours – We Do Not Dictate Prices. Prices will vary in different parts of the country and for different types of job sizes. All partners are sent an Invitation to Bid (ITB), if there are no partners in certain areas then the affiliates will be sent the ITB's. The best way to ensure that you are the only one contacted in your area and your competitors are not contacted is to join the MWN Network as a Partner. It is VERY IMPORTANT to remember that we are bidding against other larger national companies and NSO's for the national contract. Your bids MUST be competitive in order for the network to have a strong chance at being awarded the contract. Affiliates & Partners must understand that if they submit "inflated" or heavily "cushioned" bids that this hurts EVERYONE in the network. We will not win & we will not be strongly competitive with that strategy – Everyone Loses! If all Affiliates & Partners submit "fair" competitive prices then we will win a lot of national contracts creating a Win – Win situation for all Affiliates, Partners, & the National Client.

## **Who determines when locations are to be serviced?**

The client establishes the frequency of services, we create the work orders and you schedule the services based on 'best' available dates. For example, if the frequency is every two weeks you have to simply make sure the service fits into your schedule and is completed every two weeks.





## **Do we as an Affiliate or Partner have flexibility with the schedule?**

Yes – you incorporate any new jobs into your existing schedule whichever day works best for you. It is obviously best to schedule a job when you are already going to be in that area. The dates on the work orders are estimated dates. The actual dates as well as time started & time finished should be filled in on each work order where indicated.

## **What happens if a service or schedule is missed?**

As you do in your own current business – try to reschedule the job ASAP in order to be a reliable service provider, make the client happy and capture revenues before the ‘window of opportunity’ has ended for that work order. For example if the frequency of service is every two weeks and you performed the first service for that month on schedule but missed the last one by a few days then you are still able to get that completed. But, if you missed the service completely and the next one is due in a few days then you cannot provide the late service and then the new service back to back only a few days apart – this would be poor conduct on your part and affect your ranking.

## **What is ranking?**

Ranking is the score that you have within our network system. A ranking of 1 means you are the number one choice amongst your competitors. If we received complaints of poor quality of service, unreliable service, poor customer service, unsafe practices and other negative feedback from facility managers then each incident drops your ranking down a point to 2...3...4...5...etc. All new Affiliates and/or Partners start out with a number 1 ranking. Affiliates & Partners are always competing for the best ranking. This system of self policing ensures that consistent quality & reliability of service is maintained throughout the entire network. This system within our network is what shall maintain the high level of service performance. It's what truly separates us from other national service providers, NSO's and any other national competitor.

## **What happens if I can no longer provide service to several locations because I no longer go out to that area or some locations just are not worth my time?**

If you are a Partner than you simply inform us of the location(s) you no longer want and we then reassign those location(s) to the nearest or most qualified Affiliate(s) in your area. If you are an Affiliate than we simply just reassign those locations to other Affiliates who may be closer to the location(s) no longer desired by the original Affiliate.



## **Can the MWN Network provide references from current affiliates or partners?**

Yes – we would be more than happy to provide a list of several affiliates and/or partners that you may contact to verify the validity of the network. Or sign up as an affiliate and contact anyone you would like in the Network Directory.

## **Is the MWN Network marketing to other franchises or national service providers to join as affiliates or to become partners?**

The MWN Network is not looking to bring other franchises or national service providers to join our network to compete for the same national contracts as it strategically would be defeating the purpose of the network.

## **What happens if an affiliate or partner is competing against the MWN Network for a national contract?**

If an affiliate or partner is competing against the MWN Network for a national or regional contract then that means the affiliate or partner is not a “true” local company and therefore would become ineligible to remain as an affiliate or partner of the MWN Network. The purpose of the network is to allow local service providers the ability to work together to compete against these larger regional and/or national companies. If a regional or national service provider has disguised their size, territory and/or “true” intentions in order to infiltrate and acquire information from our network, then they will be removed immediately and may have to seek counsel in their defense.

## **What are the legal precedents for restricting such services to association members only?**

The MWN Network is a private corporation and can establish requirements or qualifications that Partners must meet in order to become an “Approved” Partner. If some of our requirements are that an “Approved” Partner must be a member of a trade association in their industry and/or be a certified technician there are no legal precedents for restricting such services to these professionals. Clients and consumers of other corporations have the same ability to choose who provides services for their facilities. These professionals should be recognized & rewarded for their professionalism and safety training. What better way to reward a company for its dedication to raising industry standards than to give them more opportunities to participate in national contracts. All the knowledge & safety training in the world is of little purpose unless that knowledge & safety training can be applied properly out in the field – and now on a national scale! The MWN Network is building a “Best in Business” and a “Best Choice” network that national clients may or may not choose to do business with.





## **Do you have a service agreement you would expect us to execute with each client or can you work from ours?**

There are only two agreements – One is between the national client and the MWN Network where all affiliates & partners are included under one umbrella. The other agreement is a Member Agreement between the MWN Network and you as an affiliate or partner.

## **What is the Purchase Power Program?**

The Purchase Power Program is where a network of professionals make their purchases with suppliers through the network. The centralized purchasing center allows for the network to review volume reports and then negotiate discounts based on increasing those volumes. As suppliers seek to have the volumes increased and as those goals are met then the network benefits on receiving better discounts each time a specific goal is met. The more affiliates & partners use and purchase through the MWN Network the faster & better the discounts will be! Purchase Power is a process and is built on volume & leverage that you create!!

## **What is the Vendor Incentive Program (VIP)?**

The Vendor Incentive Program (VIP) is a conglomerate of specials, rebates or rewards from vendors & suppliers in your industry. They have joined as a Vendor Partner (VP) of the MWN Network because they recognize the value in working with the “Best in the Business” and they want to earn your business and or reward you for being a top notch company in your industry – It’s a vendor venue to “Meet the Elite”.

## **How much of a discount on supplies has the MWN Network negotiated?**

Each supplier will provide different types of discounts, specials and/or terms of payment which is also perceived as a benefit. The primary goal is to first create “volume” in purchasing. By ordering supplies through the MWN Network we are able to produce reports on total volumes purchased. From that data we are able to create leverage. This is called “Purchase Power”. The discounts on supplies are directly related to volume. The more you buy the deeper the discount. All affiliates & partners of the MWN Network should make their purchases through the network. This will increase the volumes so that we may continue to negotiate better discounts and/or benefits on your behalf.