B2GNOW

Vendor Training Manual

Last Revised September 14, 2006

Welcome to the B2Gnow system.

Historically, compliance tracking has been extremely inefficient with time consuming manual processes and paper forms. The B2Gnow system streamlines compliance tracking by streamlining and automating these processes in an intuitive online system. You will receive all your compliance notices via fax or email from now on. You will be provided with a username and password that will allow you to access the system 24 hours a day, 7 days a week to view your contracts, report payments, and track goals. You will quickly realize that the system was implemented to make compliance quicker and easier for vendors.

For support, please contact your local agency, visit the online forums, or click on help from the system menu. Please make a note of who your Contract Compliance Officer is for each of your contracts, because they will be a valuable contact for your project. They will help you with any disputes or questions regarding payments and contracts.

About this Training Manual

We have developed this User Manual as a full, in-depth guide to the system. This Manual will start with the overview of the system, how to navigate through the different modules and lead into showing you more advanced functions. You will be provided with step-by-step instructions, visual aids, short cuts, advice and tips so that you can get the most out to of the system.

Chapter One: Looking over the system

Chapter one is a run down of the system. It will provide a guided tour of the basic functions, navigating the system, doing searches, and running reports. By the end of this section you will be able to navigate through the system and manage your account.

Chapter Two: Getting things done

This is where we will really start to get our feet wet by actually viewing contracts, concessions and certifications. You will learn how to use the system to edit various parts of contracts and audits. This is where you will start to communicate with vendors, both Prime and Subs. By the end of this section you will be able to perform the basic functions for managing contracts, concessions and certifications.

How to use this manual

This training manual is divided into chapters based on level of complexity. We kept the basic and easy in the beginning working toward the more complex functions. You can choose to read this manual from front to back, or you can choose to use is as a reference. You may use the highly detailed Table of Content to simply find the subject you are looking for and go directly to that topic without having to leaf through the other sections.

It is best to use this manual while you are logged into the system. We find you will learn the functions better and faster by actually performing them yourself. Your contracts might not be exactly the same as the samples in this manual, but you can do the same functions with your own contracts as the ones shown in this manual.

In this manual, we have tried to provide the easiest and best way to use the system. Unlike any other application, the method we show you might not be the ONLY way and as you learn the system better you will find and use shortcuts or perhaps you might like to have the left menu fully expanded for easier access to tasks. As long as you are able to complete your tasks and the data is correct and accurate, then we encourage you to use the method that works best for you.

Security FAQ

The system is extremely secure. When you log in, you are assigned a unique, temporary identifier. The identifier will expire within four hours. Using the system will refresh the expiration of the identifier, so that you can continue your work. When you are finished, we recommend logging out before you close your Internet browser. This will delete the identifier, preventing someone from using your computer to gain access to your account.

Your data is protected at all times. It is stored on top-of-the-line servers that are protected by multiple hardware and software firewalls. Confidential data is protected by industrial-strength encryption.

No other users can access your account. Your username and password are unique. **NEVER** give these to any one else. If someone in your organization requires access to the system, you can set up a new account for them. Other users in your organization can see the same information as you, depending upon their access settings.

Chapter 1: Looking over the system

Overview of the System

A vendor can be a prime on one contract and a subcontractor on another. In addition, a vendor might be certified by any number of organizations that use the system.

Account Type

Vendor

1. Maintain contact information up to date in system.
2. Must complete contract and/or concession audit lines to stay current.
3. If prime contractor, close contract audits when all info is reported and project is complete.
4. If subcontractor, must mark work as complete when final payment is made and they are no longer working on project.

Types of Notifications

The following is a list of automatically generated notifications sent to the users by the system. Replying directly to these notices will reach a Customer Support representative; however, in more complex cases it is best to contact the Contract Compliance Officer directly. Their contact information is usually included in the body of each of these notifications.

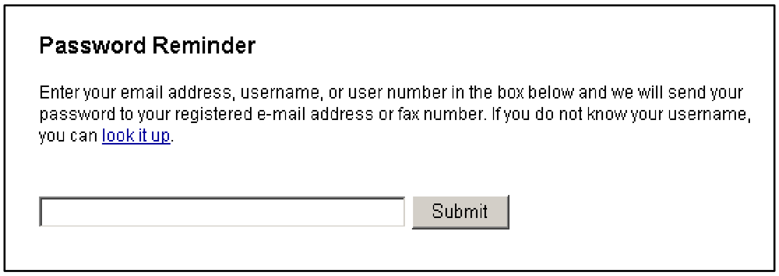
- Contract or Concession Monitoring Notice
- REMINDER - Contract or Concession Monitoring Notice
- Unresponsive Subcontractors Notice
- Discrepancy Notice

Getting Started

How to receive your username/password

When you visit your MWDBE site you will see a log in screen that looks like this.

Click on **Forgot Password**.



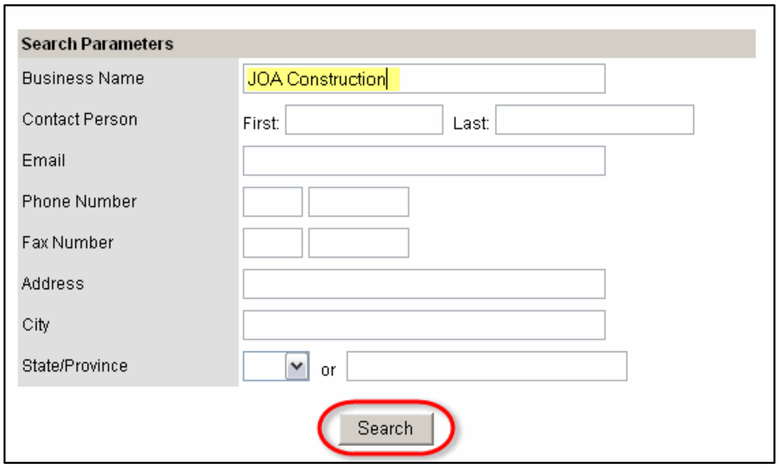
Type in your email address and click on **Submit**.

Within a few minutes, check your email. You should have a notice that contains your username and password.

**In most cases your username and your email address will be the same.*

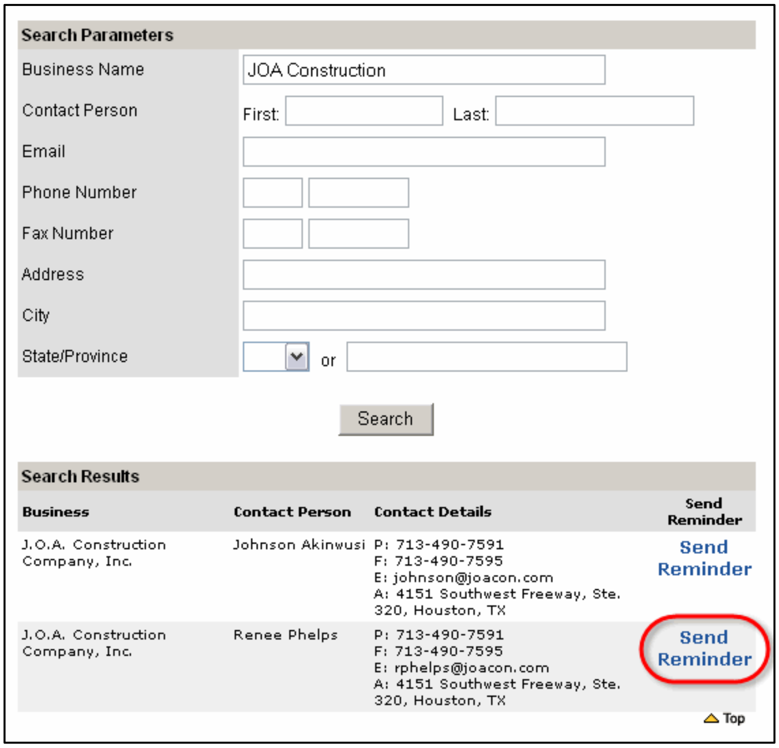
In some cases, you will have to send a username/password to vendor.

Click on **Password Lookup**.



A search screen will load. Type in your search parameters and hit **Search**.

Note: You might have to be specific, or more vague with your search depending on your search results.



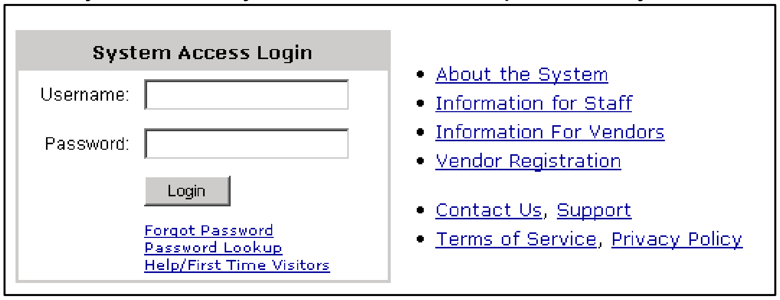
From the list of results, find the person to whom you want to send the reminder. Click on **Send Reminder**.

With in a few moments, they should receive a username/password notice.

Note: If they do not receive a username/ password notice, it could be that their current email does not match the email in the system. Re do the search and verify the email address. If it is incorrect, you will have to edit their email address. See **Editing Vendor Information.**

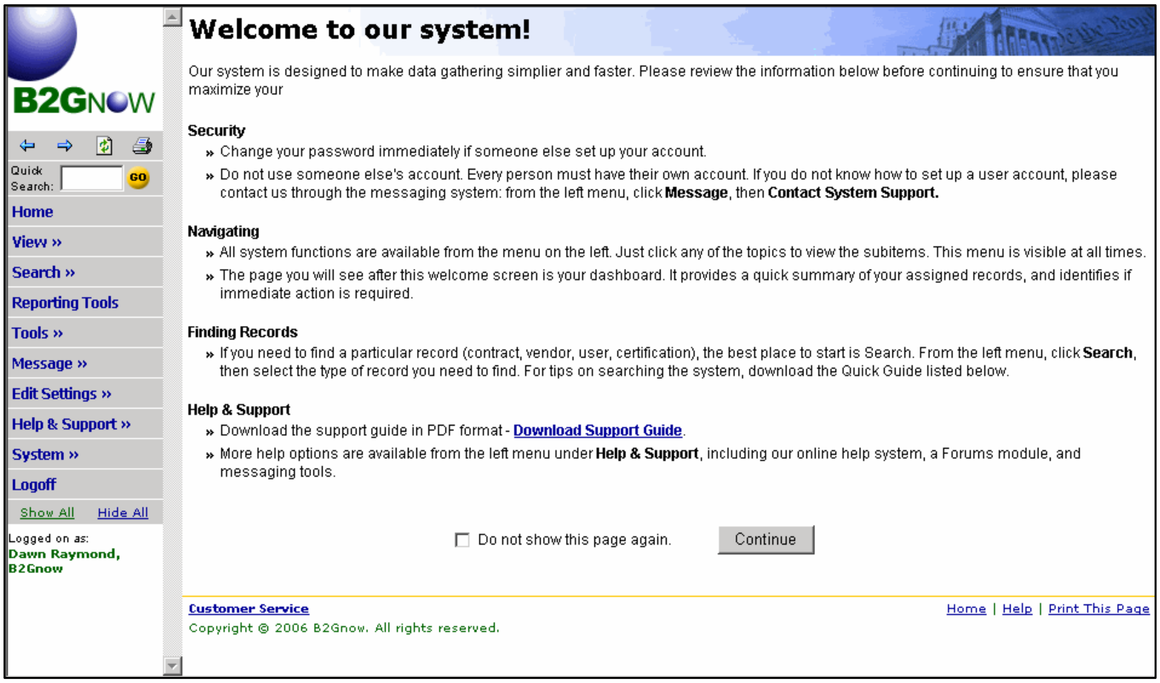
Logging in for the first time

Once you receive your username and password you are ready to get started.



Visit the MWDBE site and type in your username and password into the designated fields. Click on **Login**.

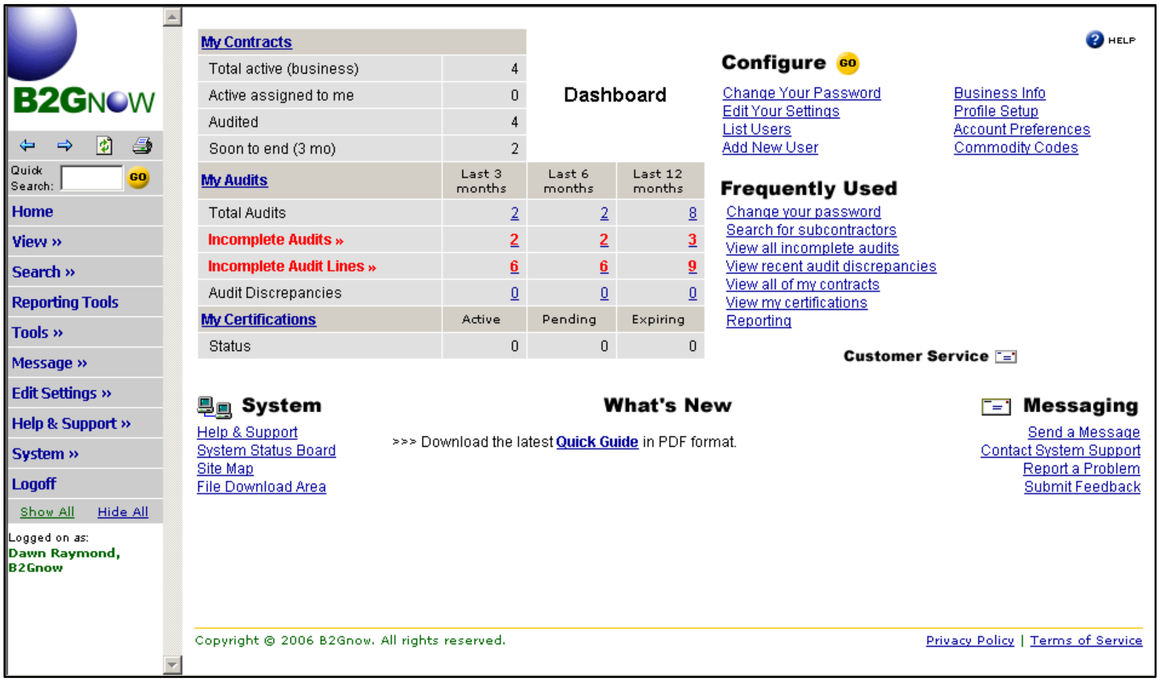
The very first screen you will see is our Welcome Page.



Please take the time to read the information on this page. Under help and support there is a PDF downloads, the Vendor Quick Guide. This guide can be used as a quick reference to the system. They are laid out in an FAQ format and is no longer than 14 pages.

Your Dashboard

After clicking **Continue** on the Welcome Page you will automatically be taken to your Dashboard. From this page, you can pretty much link to anywhere in the system. The Stat chart in the middle shows you a quick highlight of what is going on with your contracts. The items in RED are issues that need your immediate attention. To immediately address the issues in RED, simply click on the link and it will take you directly to the page where you need to go to resolve the issue.



Please take the time to look over the Dashboard and to find out where all the links go.

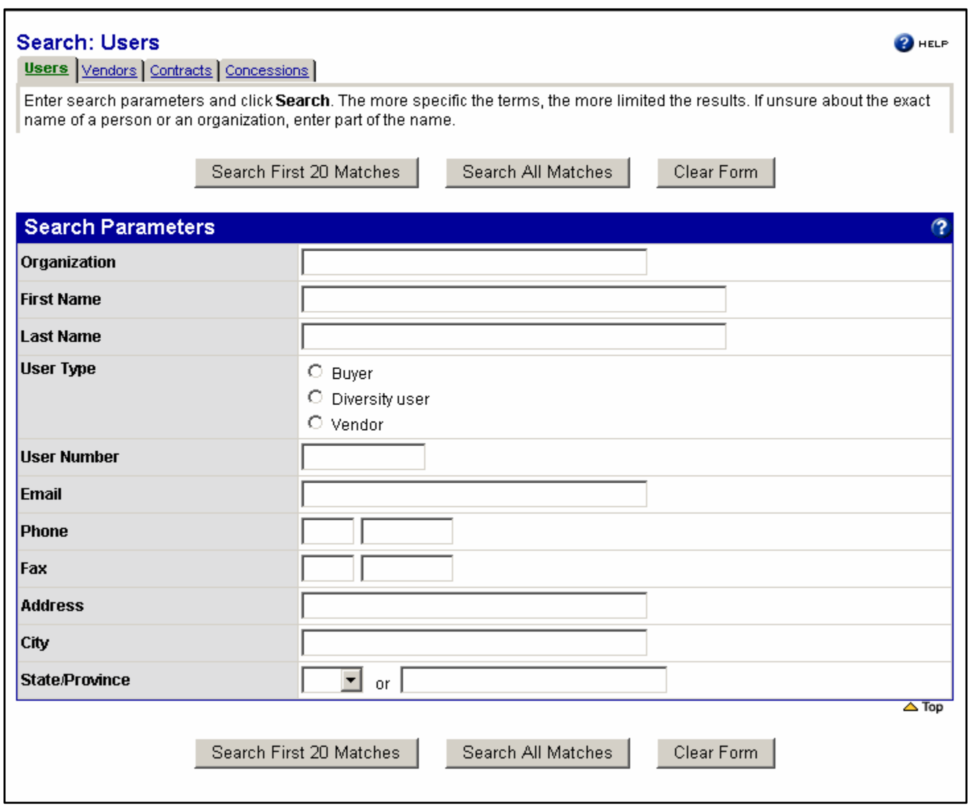
Exploring the Left Menu

When you log in to your account, the menu on the left provides quick access to all functions in the system. Click the main categories to reveal additional sub-items, and click those items to link to the selected function in the right display window. ***Note: As new functions are added, the menu system is extended and sometimes rearranged for efficiency.***

(Back / Forward / Refresh / Print icons)	Go back; Go forward; Refresh the page; Print the page
Quick Search: GO	Enter a search term and click Go to search the contract, concession, outreach, vendor, and user databases. Because all data types are searched, this can sometimes take longer.
Home	Return to the main page of your account. You can also click the logo in the top left.
View »	
My Contracts	A listing of your contracts.
My Contract Audits	A listing of your contract audits.
My Certifications	A listing of your certifications.
My Concessions	A listing of your concessions.
My Concession Audits	A listing of your concession audits.
My Outreach Projects	A listing of outreach available to you.
Messages	A listing of the messages you've sent and received in the system.
Search »	
Vendors	Search the entire vendor database.
Certified Vendors	Search the certified vendor directory.
Contracts	Search the contracts database.
Concessions	Search the concessions database.
Outreach Projects	Search the outreach projects database.
Users	Search for a specific system user (staff or vendor).
Message »	
Send a Message	Write and send a message to any system user.
Contact Support	Get help with using the system.
Submit Feedback	Contact us with your thoughts and suggestions about the system.
Report a Problem	Report to us an issue that you're having with the system.
Edit Settings »	
Change Password	Change your password.
Your Settings	Update your user account settings.
Business Settings »	
Business Info	Update your business information.
Vendor Profile	Update your vendor profile.
User List	View all authorized users in your business.
Add a User	Add a new user to your business.
Account Preferences	Update account preferences for your business.
Commodity Codes	Update commodity codes.
Subscription Services	Manage value-added subscriptions.
Help & Support »	
Help System	View the online help for the system.
Forums	View the online forums/knowledge base.
Vendor Quick Guide	Download the Vendor Quick Guide in PDF format.
Vendor Training Manual	Download the Vendor Training Manual in PDF format.
Contact Support	Get help with using the system.
Submit Feedback	Contact us with your thoughts and suggestions about the system.
Report a Problem	Report to us an issue that you're having with the system.
System »	
System Status Board	Check the status of the system, including listings of maintenance and upgrades.
Contact B2Gnow	Contact our team.
About B2Gnow	View information about the software that powers the system, including version information.
Logoff	Log off from the system.
Show All / Hide All	Click to show or hide all of the menu options listed above

Search Tips for the System

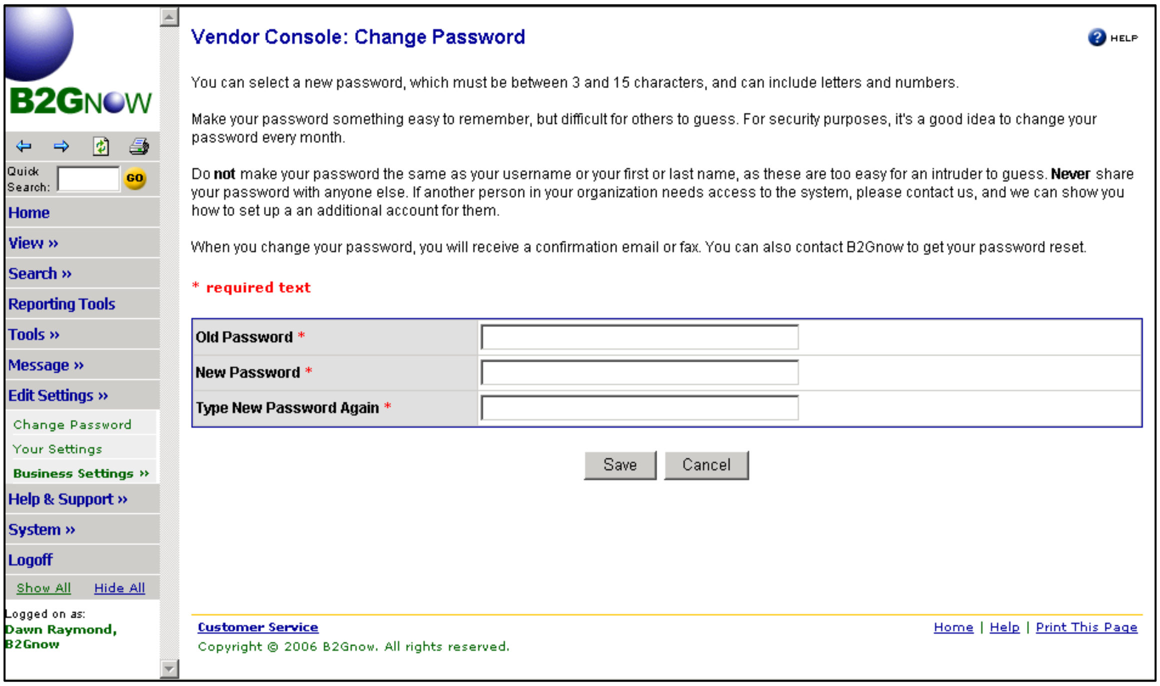
- Start with **one** parameter. Usually one, and sometimes two parameters, is sufficient to find the record you are looking for. The more specific your search terms, the more likely the record will **not** match the terms due to spelling, order, or other variations.
- Keep the search parameters short. Use **ACME** instead of **ACME Construction, Inc.** You can even use partial words, such as **envi** instead of typing **environmental consultant**.
- The system will ignore punctuation. **C & C** is treated the same as **C and C**; **C. C.** is the same as **C C**.
- Become familiar with the possible settings and options. The record you are seeking may not be displayed because you have selected the wrong option. Or too many records were returned because you did not narrow the search parameters.
- When searching for businesses that are named for their founder, such as **John Smith & Co.**, it may be listed as **John Smith and Co.** or **Smith, John and Co.** You may need to search for both versions. Start by searching just for one of the names, such as **Smith.**
- The search is not case sensitive. **ACME** is treated the same as **acme**.
- When searching by first name, be aware that users may be listed by alternate names. For example: **James**, **Jim**, **Jimmy**, or **J**
- When searching by contract or project number, where you are typing a specific reference, your number must be exactly correct. It does **not** have to be complete (type **C53** to view all contracts that have **C53** in the contract number, such as **C531**, **C532**, **C53B**, **C53980** etc.), but **C53** will not find **C35**.



Configuring your settings

Change your Password

After first logging into the system, you might be prompted to change your password.

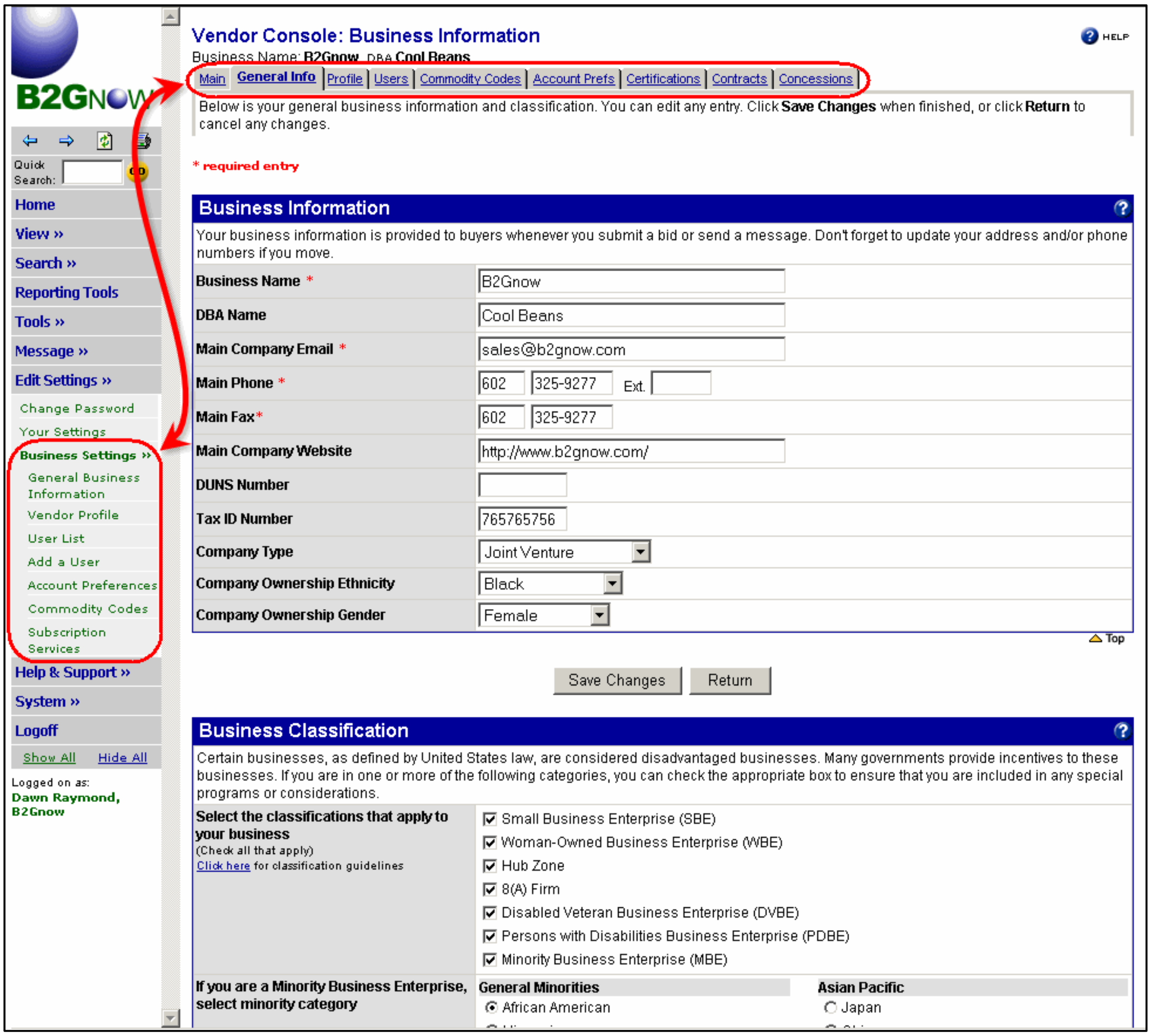


1. From the **Edit** menu, click **Change Password**.
2. In the **Old Password** field, type your old password.
3. In the **New Password** and **Type New Password Again** fields, type your new password.
4. Click **Submit**.

Your new password is effective immediately.

Editing your Settings

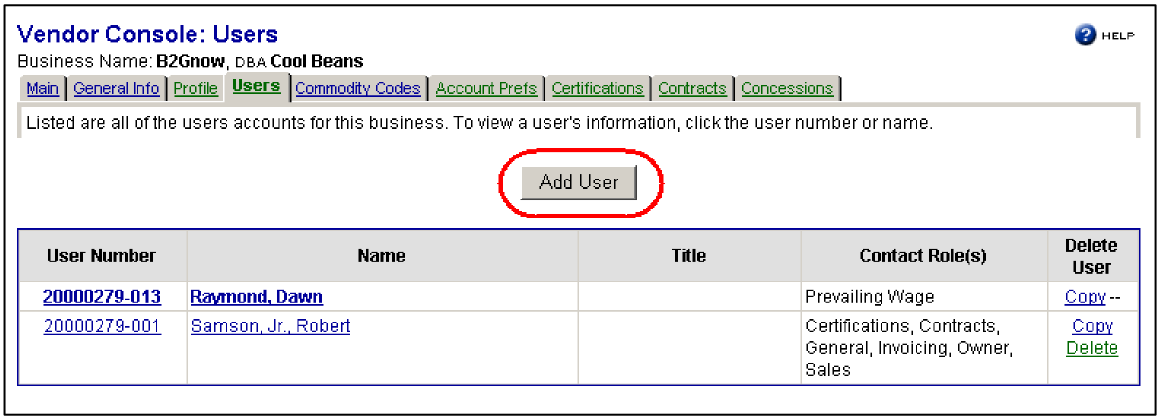
Depending upon your access settings, you may be able to update your account settings.



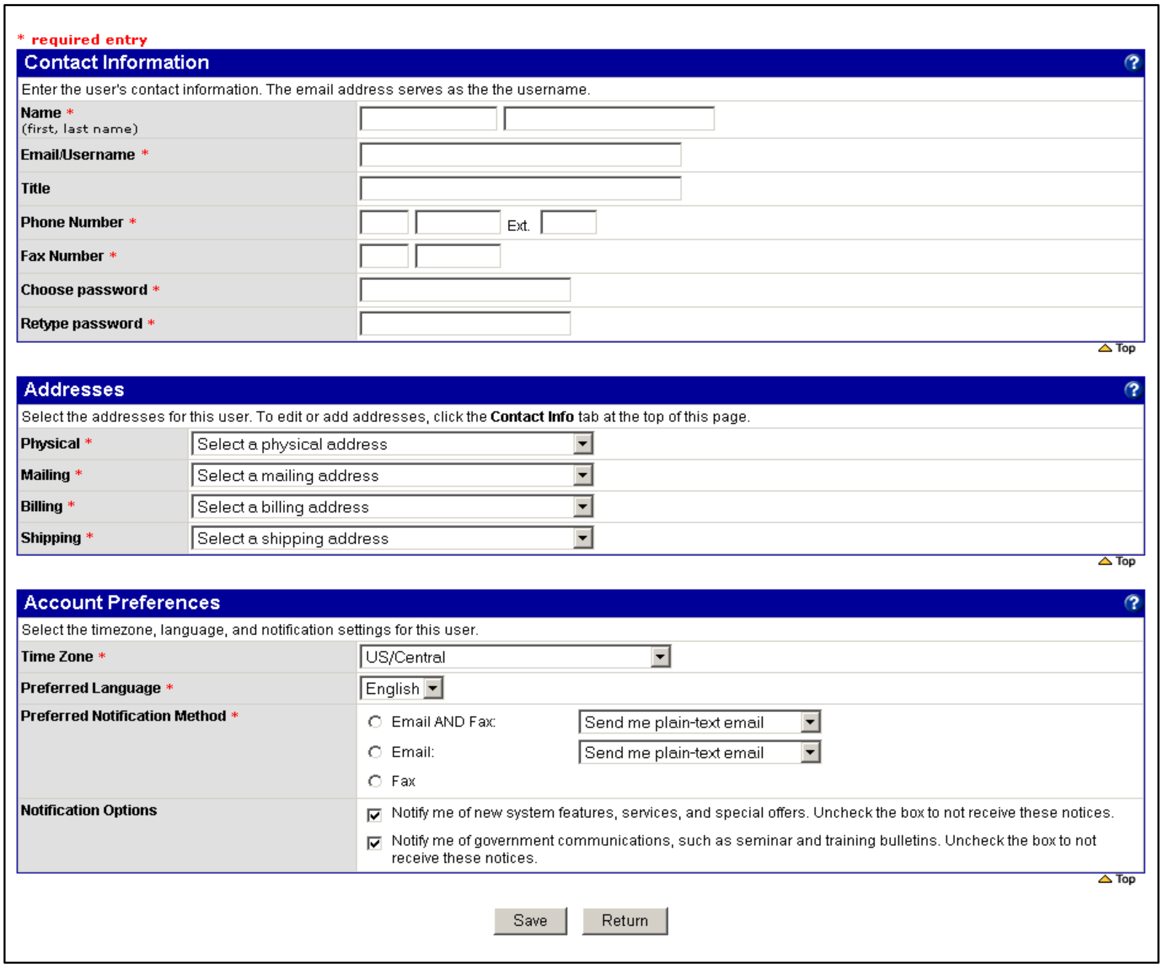
Navigate the tabs to view and edit your company's information.

Adding a User

Under the User Tab, click the Add User button.



Type in all the information and set up their account preferences, then click Save.



Editing a User

Emails and contact information changes. It is very important to update your account as soon as possible so that the system has your correct information.

To the User list and click on the person you want to edit.

User Number	Name	Title	Contact Role(s)	Delete User
20000279-013	Raymond, Dawn		Prevailing Wage	Copy --
20000279-001	Samson, Jr., Robert		Certifications, Contracts, General, Invoicing, Owner, Sales	Copy Delete

Then edit their information according to your new information. Click on Save changes when complete.

* required entry

Contact Information

Enter the user's contact information. The email address serves as the the username.

Name * (first, last name)	Dawn	Raymond
Email/Username *	dawn@b2gnow.com	
Title		
Phone Number *	602 325-9277	Ext.
Fax Number *	602 325-9277	

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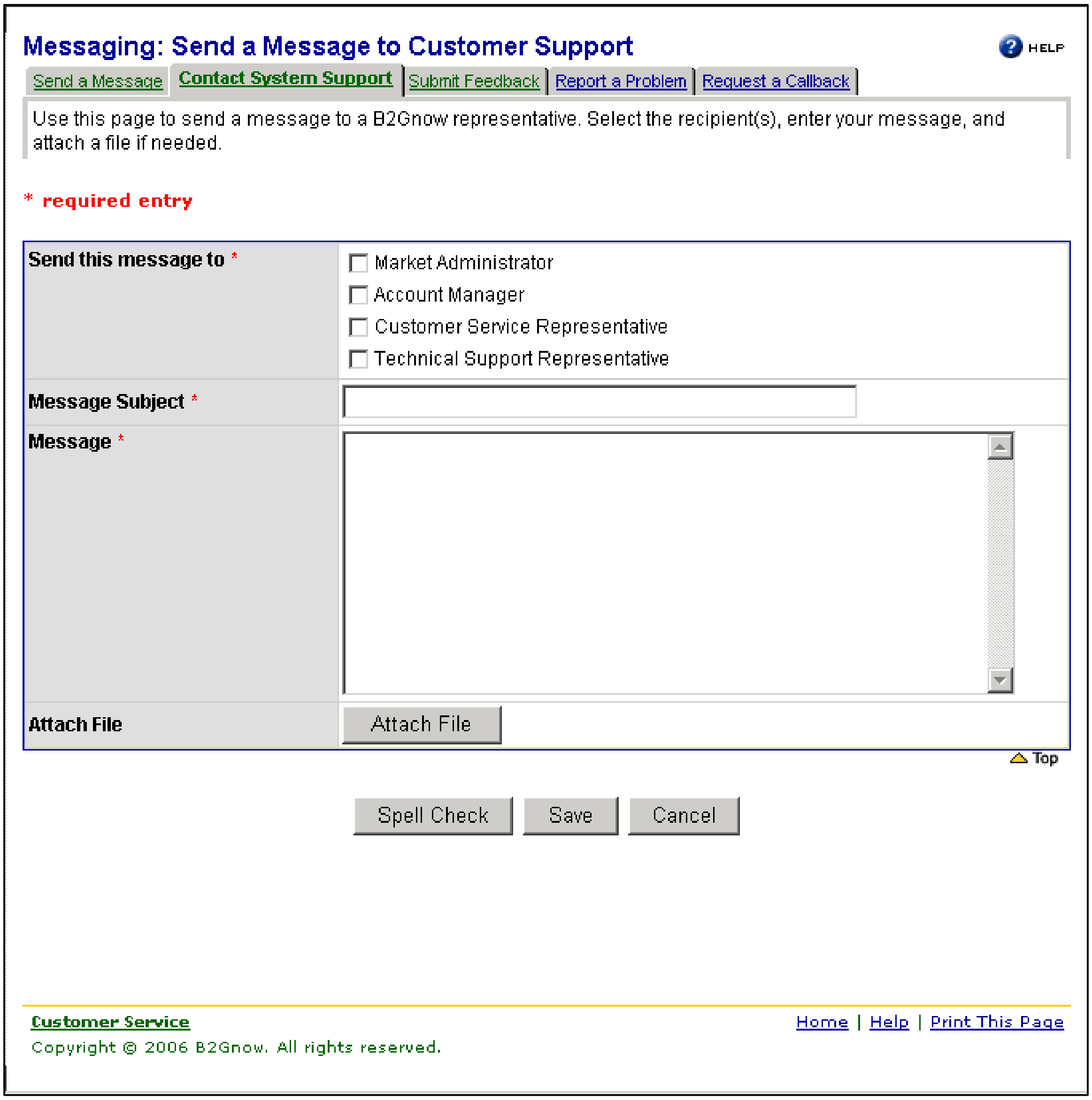
Please Note: When you change your email, your username also changes.

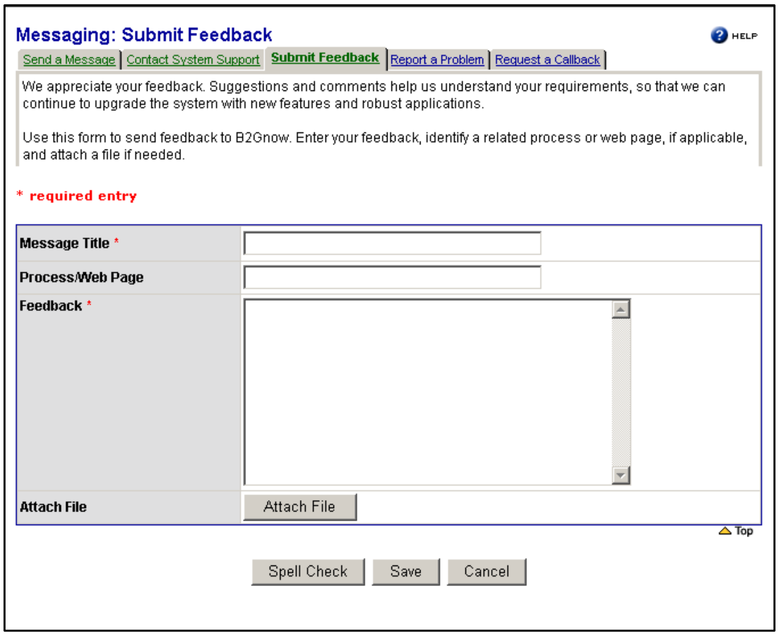
If your email has changed and you have forgotten your password, you will have to contact customer support to retrieve it. When emailing customer support, please include your full name, company name, phone, fax and new email address.

Sending Messages

A great feature to the system is the ability to send email messages to other users. It is an easy way for you to contact your Contract Compliance Officer about an issue without having to use an external email program.



You can contact System Support, directly without having to look for an email address.



Messaging: Submit Feedback

HELP

Send a Message | Contact System Support | Submit Feedback | Report a Problem | Request a Callback

We appreciate your feedback. Suggestions and comments help us understand your requirements, so that we can continue to upgrade the system with new features and robust applications.

Use this form to send feedback to B2Gnow. Enter your feedback, identify a related process or web page, if applicable, and attach a file if needed.

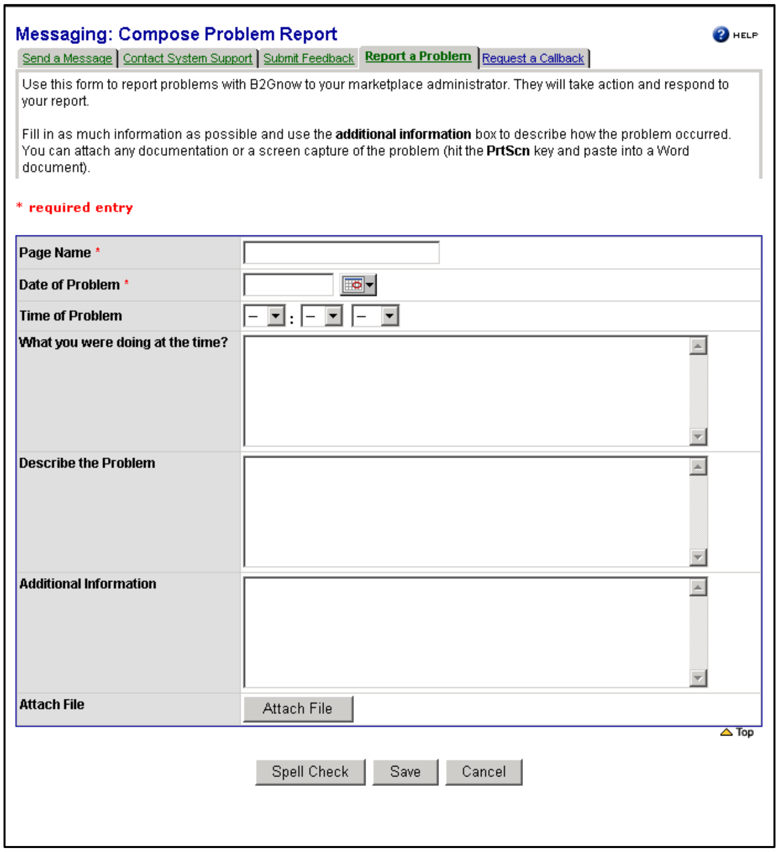
* required entry

Message Title *	
Process/Web Page	
Feedback *	
Attach File	Attach File

Top

Spell Check | Save | Cancel

You can submit feedback to let us know how we can better improve our system.



Messaging: Compose Problem Report

HELP

Send a Message | Contact System Support | Submit Feedback | Report a Problem | Request a Callback

Use this form to report problems with B2Gnow to your marketplace administrator. They will take action and respond to your report.

Fill in as much information as possible and use the **additional information** box to describe how the problem occurred. You can attach any documentation or a screen capture of the problem (hit the **PrtScn** key and paste into a Word document).

* required entry

Page Name *	
Date of Problem *	
Time of Problem	– : – –
What you were doing at the time?	
Describe the Problem	
Additional Information	
Attach File	Attach File

Top

Spell Check | Save | Cancel

You can report a problem. The more information given about the problem the faster we can address the issue.

We definitely encourage all users to report any bugs in the system they might find.

We are constantly working with the system, doing improvements and making it better.