



# Airport Concessions Management

## Simplify concessionaire management with a modern, cloud-based solution

Airports are dynamic hubs of bustling yet organized chaos and concessions management is no different. Airport concessions include food and beverage locations, rental cars, luggage cart rentals, souvenir shops, magazine stands, and passenger services. Airport management understands the unique challenges faced by concessions officers in this arena. In addition to engaging with concessionaires and subtenants, they must also oversee the revenues earned and the number of dollars that went to Airport Concession Disadvantaged Business Enterprises (ACDBE) vendors. Many of the documents related to these tasks are paper-based. Gathering proposal documents and inputting the data into spreadsheets is time-consuming and becomes an overwhelming part of a concessions officer's day. Data is often scattered across multiple locations, and manual processes are susceptible to human error. Mistakes in reporting can lead to loss of revenue for the airport.

Airport management must follow the U.S. DOT 49 CFR Part 23 rule when reviewing proposals from ACDBE vendors. When a new concessions vendor submits a proposal, airport management must verify that they are a certified ACDBE vendor and that their work capabilities align with the agreement. Each airport has multiple vendors, some with multiple locations and/or multiple owners and partners, meaning there can be a large volume of concessions agreements to track. Concession agreements may span several years, so it is important to ensure that qualified and certified concessionaires are approved, as decisions will have a long-term impact.

For airport management, having a modern software platform that pulls all concessions agreements into a single interface

can be a lifesaver. The platform should be connected to a larger solution that holds all concessionaire details, participation goals, and documents. The solution should also include a database to verify that concessionaires are certified for ACDBE programs and the type of work they'll be performing. The solution should also provide an at-a-glance dashboard where it is easy to view all concession vendors, concession agreements, and notifications. Having an in-system communication capability between airport management and concessionaires is also crucial. Tracking all communications within the system makes it much easier to monitor.

For concessions officers, the B2Gnow Concessions module becomes an integral tool for annual compliance reporting for the U.S. DOT 49 CFR Part 23 rule. The Concessions module provides an efficient way to combine all concession vendor agreements into a unified solution, where they can verify concessions vendor certification status, communicate with the vendors within the system, and easily run the ACDBE Uniform Report. B2Gnow hosts the largest, real-time database of certified vendors, so they can verify a concessionaire's certification status and work code with the very latest and updated information. Within the system, vendors can apply and submit their proposals and supporting documentation for easy access and review. Concessions officers can add, manage, close out concessions, and add new concessions agreements as needed. It can support multiple locations and multiple owners/partners. Various tools are available, including location and supplier lists, extensions, suspensions, cancellations, change orders, closeouts, and deletions. For compliance, the system will automatically audit the concession monthly/quarterly. This will save your staff time and effort, freeing them up to perform higher-value tasks.



**Run the annual report in minutes!**  
**Complies with U.S. DOT 49 CFR Part 23**

## Key Features

**Compliance** - Complies with U.S. DOT 49 CFR Part 23 and all data can easily be pulled into the federal ACDBE annual report.

**Concessions Agreements** - Consolidate all concessions agreements for concessionaires with multiple locations and multiple owners/partners. A variety of tools are available, including location and supplier lists, joint venture owners, and options for managing extensions, cancellations, change orders, closeouts, and deletions. Airport staff can efficiently add, manage, and close out concessions agreements.

**Communications** - Staff can generate hard copy, email, and fax notifications for concession awards, not meeting goals, concessions that close, and other related concession events.

**Reporting** - Concession revenues are self-reported and verified electronically.

**System Connectivity** - When used in conjunction with one or more certified directories, real-time certification status is displayed for each firm.

### B2Gnow

B2Gnow is a leader in providing business diversity, prevailing wage labor compliance and grant management solutions. With a focus on compliance and equity, B2Gnow's innovative software streamlines vendor certification, project data collection, compliance, and reporting processes, ensuring transparency and fairness in contracting practices. B2Gnow maintains North America's largest database of over 530,000 certified, disadvantaged business entities, helping the federal government, more than half of state governments, hundreds of counties, cities, airports, general contractors, and Fortune 500 companies manage their supplier diversity and compliance programs through technology solutions for 25 years.

### Benefits:

- ✓ Eliminates paper-based documents and files by allowing digital document uploads via the cloud, accessible to staff at any time, from anywhere
- ✓ Tracks concession vendor agreements in a unified interface with at-a-glance dashboards
- ✓ Provides a consistent platform for communication between airports and concessionaires
- ✓ Lends visibility into concession vendor certification status so that action can be taken if a vendor loses status or their certification changes
- ✓ Easily generates ACDBE Uniform Reports to support adherence to U.S. DOT 49 CFR Part 23 requirements