# B2GNOW

# Online Vendor Registration

## Reduce costs and staff efforts for small and disadvantaged vendor registration processes

Small and disadvantaged businesses are valuable assets in their communities, and participating in public projects can be an important way to keep them healthy and help them grow. Small businesses employ about 46% of the workforce and account for roughly 43.5% of the Gross Domestic Product (GDP). Every state can leverage small and disadvantaged vendors to lower costs, reduce staffing shortages, and drive innovation on public projects. Agencies and their primes need an efficient way to locate certified vendors, while vendors need to increase their chances of being discovered by prime contractors working on public projects. Unfortunately, many small and disadvantaged vendors find it challenging to get listed on public registries.

The registration process required by agencies can pose challenges for some small and disadvantaged vendors. Many vendors don't complete the registration process or don't bother to apply at all. Even in today's digital age, vendor registration processes still involve a significant amount of paper, and public projects are no exception. Challenges include time-consuming manual data entry, which is prone to human error. Lack of transparency in tracking submission, review, and approval statuses can frustrate both vendors and agencies. Communication often relies on outdated methods such as phone calls, postal mail, or fax, leading to inefficiencies. When small and disadvantaged vendors don't participate in public projects, it becomes more difficult for agencies and their prime contractors to meet their sourcing goals. It's important to encourage them to apply.

A solution is needed that makes it easier for vendors to get placed on public registries, identify open opportunities, and increase their chances of winning bids. It should also be easy for agency staff to review and select applicants. The solution should take the paper out of the process by digitizing documents via an upload into a unified system. The goal is to eliminate typing errors, human inefficiencies, and manual processes. Easy form fills and guided steps can remove doubt and help vendors complete the process. Leveraging automated workflows and alerts keeps the process moving forward, while an e-signature feature would dramatically cut the time for routing signatures. If the solution is integrated with a comprehensive certification and vendor management solution, vendor data could be shared, reducing redundant data entry. Plus, if the data is real-time, agencies and primes can be confident the vendor data is accurate.

For agencies needing to source small and disadvantaged, certified vendors, the B2Gnow Online Vendor Registration module integrates with the B2Gnow core system to provide a more efficient solution to the vendor application process. Vendors can fill out agency-customized online forms and upload supporting documents to register for bidding on government projects. The module can also be used for bidder registration, prequalification, EEO plans, and affirmative action plans and is visible to all agencies. It features guided step-by-step processes with clear instructions and tooltips to significantly reduce vendor questions and the time to complete and submit the application. Using notifications, e-signature capabilities, and at-a-glance dashboards, B2Gnow makes it easier than ever for vendors to apply online and for agencies to review and make decisions on applicants while maintaining an audit trail. The Online Vendor Registration module eases the efforts and lowers expenses for agency staff and the vendor community to apply for certification, maintain active status, and keep their public directory profile information current.

**2+ Million**
Certified vendors
in the system

**60% - 80%**
Time saved on
administrative tasks

**11,000**
Vendor applications
processed every month

# Key Features

**Online Registration** - Applicants can reduce paper-based processing via online document upload. All documentation is maintained in the system. Vendors can quickly register and be promptly added to the vendor registration list.

**Questionnaire Configurable Fields** - Each electronic application is configured specifically to the organization's requirements, including instructional and informational content, questions, supporting document checklists, and application fee collection. Questions can be configured as radio buttons, checklists, text fields, or dates, and questions can be required or optional.

**Review Workflow** - Submitted vendor registrations can be accepted automatically or sent for review by authorized staff based on the agency's configured thresholds. Agencies can flag sections of the registration for later follow-up. This gives staff users insight into the "pipeline" of applications before submission and allows for tracking abandoned applications, including application status, communications between the agency and vendors, and more.

**Automated Renewal Process** - The system will automatically notify registered vendors to access their accounts and submit updated registrations within a set timeframe (e.g., annually or bi-annually) configurable to the agency's needs. Vendors can also submit profile updates at any time to maintain the accuracy of their information.

**Notifications** - Automatically sends reminders to vendors to complete in-process applications at a frequency of your choosing. Other features include the option to return applications for updates and innovative tools for agency staff to add flags and comments to the application during intake review.

**e-Signature** - Save time by automatically routing documents for signatures. B2Gnow provides e-signature functionality within the system, reducing signature routing from days to minutes while maintaining the chain of custody for downstream reporting efforts.

**Public Registry** - A searchable list of registered vendors can be made publicly accessible with the option to download as a spreadsheet. Agencies can search by certification, location, business size, veteran status, economics, etc.

**System Connectivity** - Tightly integrates with the Certification Management module to permit seamless navigation between all related parts of the application and review checklists. Data is transferred from the application to the certification record where applicable. If the Outreach module is enabled, registered firms can be added to outreach campaigns, exported to spreadsheet files, and their registration status can be referenced in reports. Additionally, the Bidding module allows organizations to require that registrations be updated before vendors can bid on projects.

## Benefits:

- Improves the rate of successful vendor applications
- Accelerates the application and approval process with step-by-step guides, automated alerts and notifications, and two-way communications between certifying agencies and applying vendors
- Provides one place for all application documents, data, and all communications to be captured within the system
- Reduces prolonged manual processes with configurable questionnaires, in-system e-signatures, automatic renewals, and vendor profile updates

For more information visit B2Gnow.com or call 602-325-9277.

**B2GNOW**