ST. LOUIS LAMBERT INTERNATIONAL AIRPORT
Business Diversity Development

Compliance Reporting System Vendor User Manual

Contents

Updated 2/10/2017

Introduction

The Business Diversity Development (BDD) office at St. Louis Lambert International Airport utilizes B2Gnow software to track and evaluate contract compliance and participation on concessions, construction contracts, professional services contracts and service agreements at the airport in accordance with the federal Disadvantaged/Airport Concessions Disadvantaged Business Enterprise (DBE/ACDBE) programs and the local, City of St. Louis Minority and Women Owned Business Enterprise (MWBE) program. The software is a hosted service and can be located online at flystl.diversitycompliance.com.

This manual is designed for prime and subcontractors (referred to as Vendors in the system; throughout this document, we will use vendor to refer to any contractor doing business directly with the airport or through a subcontract with a prime contractor on an airport contract). It outlines entering invoice data, payments received and payments paid to subcontractors.

Getting Started

Vendors (prime and subcontractors) are assigned a username and password at the time a contract is awarded. New staff or additional staff who need access to the system may be added directly by the vendor, request addition of a user through the compliance portal or request additional user(s) by contacting the BDD office.

Finding and Managing Your Account

Determining if you have a current account

If you are uncertain you if you have a current account/username, log on to the system at flystl.diversitycompliance.com. On the right-hand side of the screen, click on Account Lookup.

Figure 1

On the Account Lookup screen, you can search by a number of factors including your business name or Tax Identification number; however, all usernames are tied to a specific email address so it is the best criteria to use. In the Search by Contact Information section, enter your email address, then click on Search at the bottom of the page.

Account Lookup

Search the system's user directory to find your account. You can then send yourself a username/password reminder by email and/or fax. Enter search parameters below and click the **Search** button. Search results are displayed below.

If you do not see your business listed in the search results, or the contact information is incorrect, please email Customer Support. Include your business' and personal contact information for account verification. We may need to request additional information for security purposes.

Search Results

Your search parameters did not return any matches. Modify the information in the fields below and click **Search**. Try using simpler and fewer terms. For example, instead of ACME Industries, Inc., just try ACME.

Search by Business Name or DBA

Business Name/DBA
Tip: Try just a few letters of the firm's name.

Search by Tax Identification Number

Tax ID Number
Tip: Must be 9 numbers; do not enter spaces or dashes.

Search by Contact Person

Contact Person
First Name:
Tip: Use the first letter.
Last Name:
Tip: Try just the first few letters.

Search by Contact Information

Email   carrie.bagwell+StlAirport_Test_Vendor@ ×
Tip: Try just part of the email address.

Phone Number

Fax Number

Search by Address

Address

City

State   U.S. States/Provinces   Canadian Provinces
or

Search

Figure 2

If there is an account associated with this email address, results will be returned at the top of the screen.

Account Lookup

Search the system's user directory to find your account. You can then send yourself a username/password reminder by email and/or fax. Enter search parameters below and click the **Search** button. Search results are displayed below.

If you do not see your business listed in the search results, or the contact information is incorrect, please email Customer Support. Include your business' and personal contact information for account verification. We may need to request additional information for security purposes.

Search Results		
Business	**Contact Person**	
StlAirport Test Vendor		A → [Request New User]
» C. Bagwell	B → [Username/Password Reminder]	
E: carrie.bagwell+StlAirport_Test_Vendor@ gmail.com	C → [Change Info]	
P: 000-000-0000 F: 000-000-0000		
A: 12345 W Ave St, St Louis, MO		

Figure 3

On this screen you have three choices, you can (A) Request New User, (B) (request) Username/Password Reminder, or (C) Change Info.

Request New User

The Request New User feature is usually used in one of two instances:

1. If you have a new staff member who you want to add to your user account you, can do this through the Request New User feature or, more commonly, through the Settings – Add New User on your account.

2. If you do not have an account (and have confirmed it through the Account Lookup steps above), you can request that an account be added to your company's vendor record. To make this request, you will first need to use the Account Lookup feature above and search by your firm's name or Tax-ID number.

To add a user using the Request New User feature, click on the link (A in Figure 3 above). Complete each section of the request with the information as shown below. Please note that fields with an asterisk are required.

Request New User

You can use this form to request a new user for your account.

Enter the user account information, your contact information, and any additional relevant details. Click the Submit button to save the inquiry. The security of the system is important, and all requests are verified prior to any action being taken. We may need to request additional information to complete the process.

* required entry

Section 1: User Information

Company/ Organization Name * StlAirport Test Vendor

Tax ID Number * [   ] Tax ID Number is used to verify the account.

User's Name * First Name: [   ] Last Name: [   ]

Title * [   ]

Email * [   ]

Phone Number * [   ] [   ] Ext. [   ]

Fax Number [   ] [   ]

Notification ☑ Notify user of new account

Section 2: Your Message

Contact Type * ◉ St. Louis Airport Customer Support

Additional Information Note any additional information relevant to this request.
[   ]

Section 3: Your Information

Click here to copy fields from above

Your Name * First Name: [   ] Last Name: [   ]

Your Email * [   ]

Your Phone Number * [   ] [   ] Ext. [   ]

Your Fax Number [   ] [   ]

☑ I acknowledge that I have the authority to request this new user account on behalf of the organization.

Type your name: [   ]

Submit

Figure 4

Be sure you check the box acknowledging you have the authority to make this request on behalf of the organization and then click Submit.

After submitting the request, a support ticket is created and the user will be created by the customer support team. The new user will be notified by email of the new account.

Username/Password Reminder

If you find you do have a user account but do not know the username or password, click on the Username/Password Reminder link (B in Figure 3). This will open a pop-up window asking if you want to send the username and one-time password to the email address on file (in this example, StlAirport_Test_Vendor@outlook.com). The password must be reset after logging in with the one-time password. Click on OK in the pop-up window to reset the password and send the email.
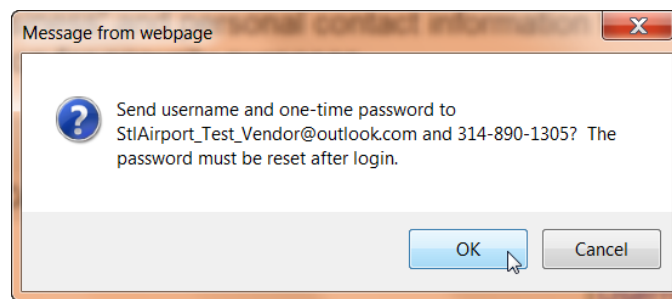
Figure 5

This will open a second pop-up window confirming that the username and password have been sent. Click OK to close the window.
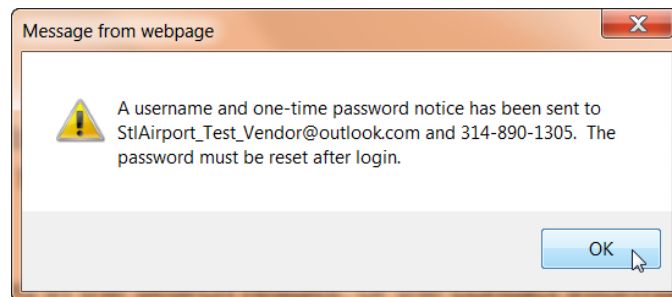
Figure 6

After initiating the password reset and sending the email, go to the email account on file (as indicated in the pop-up windows referenced above). You will receive an email like the one below from St. Louis Lambert International Airport

Dear BDD:

You requested a password reset notification from the Business Diversity Contract Compliance System.   Your account information is provided below. If you did not initiate or request this action, please contact customer support immediately.

Username: StlAirport_Test_Vendor@outlook.com
Password: F8egB9D8 (case sensitive)

After logging in with these credentials, you will be required to change your password for security.

To login, visit https://flystl.diversitycompliance.com/

If you have any questions please email us at flystl@diversitycompliance.com.

Figure 7

Click on the link to the compliance system home page (https://flystl.diversitycompliance.com/) and enter the username and temporary password provided. You will then be required to change your password:

Password Change is Required

Maintaining a secure password is central to the security and confidentiality of your data. As a new user of the system, you are required to change your password before the system can be accessed. To change your password, enter a new password below. All passwords must conform to the following requirements:

Password requirements:

• Password must be at least **6** characters long.

Create a password that is easy to remember, but difficult for others to guess. Do not make your password the same as your username or your first or last name, as these are too easy for an intruder to guess. Never share your password with anyone else. If another person in your organization needs access to the system, please contact us for an additional user account.

When you change your password, you will receive a confirmation message. You can also contact Customer Support to get your password reset.

* required entry

New Password *

[   ]

Password requirements:
▷ **Must be at least 6 characters long**

Type New Password Again *

[   ]

[Update Password]

Figure 8

Enter your new password in each box and click Update Password. This will take you to the initial welcome screen if it is your first time logging in or to your dashboard.

Change Info

The final option in the Account Lookup results screen is Change Info (C in Figure 3). Click on this option to update information about your firm. You will complete the form below.

Request User Account Change

You can use this form to request a change to an existing user account, e.g. email, phone, fax. Do not use to change the user name as each account is tied to a specific person and their activities; instead request a new user.

Enter the user account information, your contact information, and any additional relevant details. Click the Submit button to save the inquiry. The security of the system is important, and all requests are verified prior to any action being taken. We may need to request additional information to complete the process.

* required entry

Section 1: User Information

Company/ Organization Name * — StlAirport Test Vendor

Tax ID Number * — [ ] Tax ID Number is used to verify the account.

User's Name *
First Name: BDD
Last Name: Test

Email * — StlAirport_Test_Vendor@outlook.com

Phone Number — 314 4268111 Ext. [ ]

Fax Number — 314 8901305

Notification — ☑ Notify user of changes

Section 2: Your Message

Contact Type * — ⦿ St. Louis Airport Customer Support

Additional Information — Note any additional information relevant to this request.
[ ]

Section 3: Your Information

Click here to copy fields from above

Your Name *
First Name: [ ]
Last Name: [ ]

Your Email * — [ ]

Your Phone Number — [ ] [ ] Ext. [ ]

Your Fax Number — [ ] [ ]

☑ I acknowledge that I have the authority to request this change on behalf of the organization.

Type your name: Carrie Bagwell ✕

[Submit]

Figure 9

NOTE: This form should not be used for new users. If a user is no longer with your company, you can have their account deactivated. New users should be added as outlined above.

Logging in for the First Time

The first time you log into the system, you will see a Welcome screen (Figure 10 below). By default, a box is checked to prevent this screen from appearing on future log-ins. The screen provides some basic information on security, navigating the system, finding records and help and support. After reviewing the information, you can click Continue to proceed to your home page (the entry screen for future logins).

Figure 10

Home Page

The home page is the default entry screen for all subsequent logins. It includes six distinct areas: the Dashboard, Certification Center, Key Actions, Alert, System News and Configure. We will look at each section individually.

Dashboard

The dashboard is the most important section of the home page for a quick view of your current contracts and any actions needed. It lists all contracts that have been assigned to your company as well as all the number of open contracts. This section also lists Contract Audits. Contract Audits are the most essential function of this system for reporting purposes and are discussed in more detail below. NOTE: You can use the drop-down box in the upper, right-hand corner to display only records assigned to "only you".

Figure 11

Certification Center

IMPORTANT: Although the Certification Center may display information related to your firm and possible certifications, it is not an official source for certification information for the City of St. Louis or the Missouri Regional Certification Committee (MRCC) and should not be used for these. For a complete list of currently certified firms, please visit our website at www.flystl.com/bdd. If you have questions concerning your certification(s) with the City of St. Louis and/or the MRCC, please contact our office directly at dbeprogramoffice@flystl.com.

Key Actions

This section will provide a link to upcoming training classes.

Key Actions
Take a Training Class

Figure 12

Alert

This section indicates any key alerts for the user that have been entered by BDD staff. Such alerts may include requests for documentation, inquiries regarding participation or other contract/compliance issues.
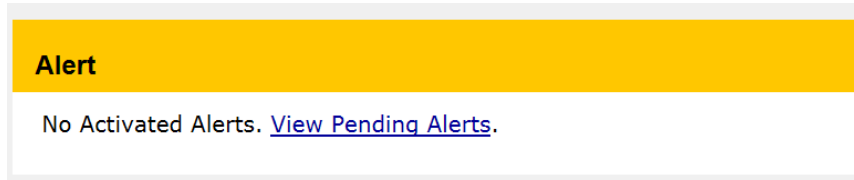
Alert
No Activated Alerts. View Pending Alerts.

Figure 13

System News

This section will displays information from B2Gnow about any information that may be of use to vendors including changes to the system, regulatory changes and Training Classes & Events.
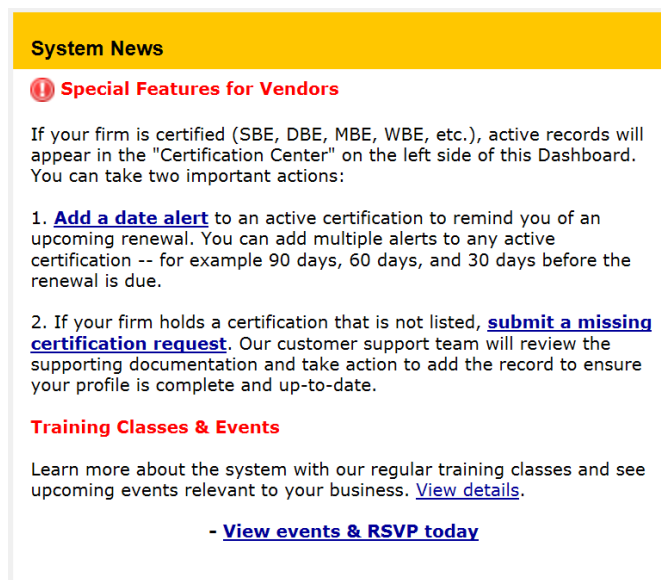
System News

🛈 **Special Features for Vendors**

If your firm is certified (SBE, DBE, MBE, WBE, etc.), active records will appear in the "Certification Center" on the left side of this Dashboard. You can take two important actions:

1. **Add a date alert** to an active certification to remind you of an upcoming renewal. You can add multiple alerts to any active certification -- for example 90 days, 60 days, and 30 days before the renewal is due.

2. If your firm holds a certification that is not listed, **submit a missing certification request**. Our customer support team will review the supporting documentation and take action to add the record to ensure your profile is complete and up-to-date.

Training Classes & Events

Learn more about the system with our regular training classes and see upcoming events relevant to your business. View details.

- View events & RSVP today

Figure 14

Configure

This section allows you to manage your account including changing your password, editing your account settings, editing business info, your profile setup, listing/adding users and identifying main contacts.
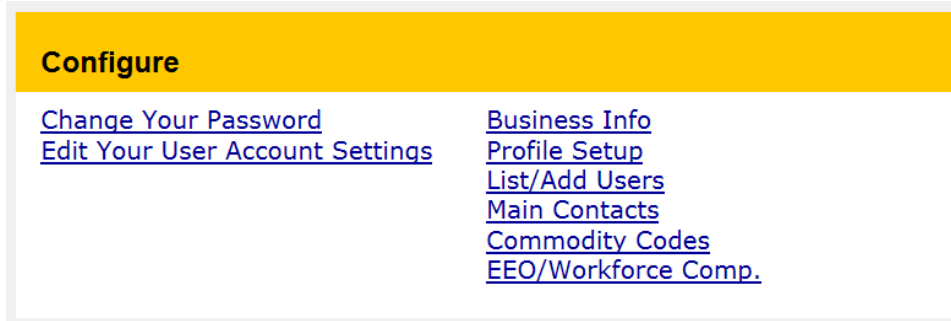

Figure 15

Change Your Password

Use the Change Your Password link to change your password within the system. Simply enter your Old Password and then enter your New Password twice. Click Save to save the new password.

Figure 16

Edit Your User Account Settings

You can use this link to edit the settings on your user account including your Name, Title, Phone Number, Fax Number, Addresses and account preferences.

Figure 17

Business Info

In the Business Info section, you can update or add information about your business including changing or adding addresses. The various fields are fairly self-explanatory and required fields are marked with a red asterisk (*). After entering the additional or corrected information, click Save Changes directly below the section you are updating to save the changes.

Selected Addresses	
Physical *	Main Address: 12345 W Ave St, St Louis, MO 63101 [v]
Mailing *	Main Address: 12345 W Ave St, St Louis, MO 63101 [v]
Billing *	Main Address: 12345 W Ave St, St Louis, MO 63101 [v]
Shipping *	Main Address: 12345 W Ave St, St Louis, MO 63101 [v]

[Save Changes] [Return]

All Organization Addresses		
Address Name	**Address**	**Actions**
Main Address	12345 W Ave St, St Louis, MO 63101	Edit Delete

[New Address]

Figure 18

To add a New Address, click on New Address. On the new address screen, enter the requested information (see below), then click Save. Although it is not required, including an Address Name can help you to easily and quickly identify addresses when needing to add them in other sections of the system (for example, when entering a new user) and it is highly recommended. After entering your address information, click Save to save the new address to your record.

* required entry

Address	
Address Name	Houston Office
Address 1 *	987 Central Avenue
Address 2	
Address 3	
City *	Houston
State/Province *	U.S. States/Provinces Canadian Provinces MO [v] or [v]
Zip Code/Postal Code *	U.S. Zip Code Canadian Postal Code 00000 - [ ] or [ ]
Country *	United States [v]

[Save] [Cancel]

Figure 19

Profile Setup

Vendors have the option of maintaining a public page that can be seen by any users of the B2Gnow system. Please note, this page/section is not used by the Airport and is not required to be completed or maintained but the B2Gnow vendor database is available to all users of B2Gnow across the country so you may prefer to have this information input and available. Since we do not use this section, there are no additional instructions regarding the information it includes but the images below and on the two following pages show what information can be entered for your reference only.

As a vendor you can maintain a profile page that other users can view when evaluating your business. Enter the information below exactly as you would like another user to see it. To check the appearance of your profile page, click the **View** button. Changes are **NOT** saved until you click the **Save** button.

[Spell Check] [View] [Save] [Cancel]

Business Information

Business Name	StlAirport Test Vendor
Address	12345 W Ave St St Louis, MO 63101

Order Information

Enter your order contact information and availability. If you are closed on the weekend, select the **Closed** checkbox.

Phone *	602 325-9277 Ext.
Fax	
Email	stlairport@b2gnowuser.com
Hours *	**Monday - Friday** Open: 1 ▾ 00 ▾ am ▾ Eastern Timezone ▾ Close: 1 ▾ 00 ▾ am ▾ **Saturday** ☐ Closed Open: 1 ▾ 00 ▾ am ▾ Eastern Timezone ▾ Close: 1 ▾ 00 ▾ am ▾ **Sunday** ☐ Closed Open: 1 ▾ 00 ▾ am ▾ Eastern Timezone ▾ Close: 1 ▾ 00 ▾ am ▾
Additional Information	

Customer Service Information

Enter your customer service contact information and availability. If you are closed on the weekend, select the **Closed** checkbox.

☐ Same as Order Information

Phone	602 325-9277 Ext.
Fax	
Email	stlairport@b2gnowuser.com
Hours	**Monday - Friday** Open: 1 ▾ 00 ▾ am ▾ Eastern Timezone ▾ Close: 1 ▾ 00 ▾ am ▾ **Saturday** ☐ Closed Open: 1 ▾ 00 ▾ am ▾ Eastern Timezone ▾ Close: 1 ▾ 00 ▾ am ▾ **Sunday** ☐ Closed Open: 1 ▾ 00 ▾ am ▾ Eastern Timezone ▾ Close: 1 ▾ 00 ▾ am ▾
Additional Information	

Business Information

Enter general information about your business.

Web Address	
Business Description	You can include a couple of paragraphs (up to 1000 characters) on your business, history, clients, etc.
Number of Employees	0
Annual Revenues	0

Vendor Licenses, Registration Numbers and Other Information

Enter information about your industry licenses, certifications, and organization memberships.

Are you a "licensed vendor" for your industry?
- ○ Yes
- ● No

If yes, enter your license number(s)

Industry Name	License Number

DUNS Number

Certifications

Organization Memberships

Vendor Options

Select the services that you provide.

Payment Methods
- ☐ American Express
- ☐ Diners Club
- ☐ Discover
- ☐ Master Card
- ☐ Visa
- ☐ Carte Blanche
- ☐ CyberCash
- ☐ First Virtual
- ☐ JCB
- ☐ Check
- ☐ Money Order/Cashier's Check
- ☐ COD
- ☐ Purchase Orders
- ☐ Other

Additional Information

Delivery Methods
- ☐ Immediate (Software Download)
- ☐ Priority Next Day Air
- ☐ Standard Next Day Air
- ☐ First Class Air (2-3 days)
- ☐ Standard Ground
- ☐ International Express Air
- ☐ International Regular Air
- ☐ APO's/FPO's

Additional Information

Return Policies
- ☐ Restock Fee - ____ %
- ☐ Merchant Pays Return Shipping
- ☐ 100% Satisfaction Guarantee
- ☐ RMA Required

Description

Special Features
- ☐ Secure Ordering/Payment System
- ☐ On-line Ordering Shopping Cart System
- ☐ On-line Order Tracking System
- ☐ Product Search Engine
- ☐ Live Customer Representative
- ☐ Customer Representative available 24 hrs a day
- ☐ International Shipping Available
- ☐ Gift Wrapping Available
- ☐ Multi-lingual WWW site

Other

[Spell Check] [View] [Save] [Cancel]

Figure 20

List/Add Users

The List/Add Users link will take you to a list of the current users on your vendor account. You can see the names and currently assigned roles.

Listed are all of the users accounts for this business. To view a user's information, click the user number or name.

Add User

User Number	Name	Title	Contact Role(s)	Actions
20413615-002	Bagwell, C.			Copy Deactivate
20413615-001	Bagwell, Carrie		Certifications, Contracts, General, Insurance, Invoicing, Owner, Prevailing Wage, Sales	Copy Deactivate
20413615-004	Smith, Brenda	Project Manager		Copy Deactivate
20413615-003	Test, BDD			Copy Deactivate

Figure 21

By clicking on a user's name, you can see and edit the details of her/his account. After making changes, click Save Changes to save them to the user record.

Figure 22

From the List/Add Users screen you can also add users. You can either click on the Add User button at the top of the page or click Copy next to a user who has comparable contact information and permissions.

On the add user screen, enter the required information (see Figure 22 above) and then click Save to save the new user.

Main Contacts

This screen allows you to set the contacts for your vendor record. Each category has a dropdown list of all users on the account. Please note that keeping this list up-to-date will help with facilitating efficient and effective communication.

Commodity Codes

The Airport does not use the Commodity Codes information in B2Gnow; therefore, it will not be covered in this manual. If you would like information on this section, please contact B2Gnow directly through Customer Support.

EEO/Workforce Comp.

The Airport does not use B2Gnow for EEO/Workforce Comp. so it will not be covered in this manual. If you would like information on this section, please contact B2Gnow directly through Customer Support.

Compliance Audits

Compliance audits are the key function of the B2Gnow system for compliance monitoring. On the first of each month, a new "audit" is created for the previous month. An audit is simply the form used by you, the vendor, to report payments received from the Airport and payments made to your subcontractors.

Upon creation of a new audit, you will receive an email notifying you that the audit has been opened and the due date for reporting the required information. A sample is provided as Attachment A. A portion of the email is recreated below in Figure 23 to note key elements.

Figure 23

Key information is included at the top of the email including the Contract Name, Prime Contractor, Contract Number and reporting period. There is also a link provided. Clicking on the link will take you to the login screen. Once you have logged into the system, you will be taken directly to the audit in question.

The audit screen contains a variety of key information, noted in Figure 24 below. This includes the contract number and name, the reporting time period, the actions that you need to take, and key dates (the date the information is due and the date the audit will be locked). NOTE: if an audit locks prior to your entering the required data, you will need to contact the assigned Compliance Officer to have it re-opened. If you know in advance that you will not have the information available, you may request an extension from the Compliance Officer.

Figure 24

Compliance Reporting System Vendor User Manual

There are two required actions from the Prime for each audit: report payment(s) received from the Airport and report payments made to subcontractors.

Report Payments Received

To report payments received by your firm from the Airport during the reporting period, click on the "Report payment received from Lambert - St. Louis International Airport" link on the audit page. This will open the audit reporting screen. Click on Report Payment to Prime.

Audit Information	
Audit Response Status	**Not complete** **3 sub responses to be submitted; payment to prime to be submitted** **Reporting deadline is 5/5/2016** **Audit will be locked 6/4/2016**
Audit Period	January 2016
Payment to Prime	**Report Payment to Prime**
Marked As Final Audit?	No (mark audit as final)

Figure 25

This will expand the Payment to Prime section.   Enter the amount received for January (remember, you are reporting on payments received, not on amounts invoiced) and the payment date.   In the Comments section, enter the invoice number along with any other comments you feel are necessary. Click Save to save the information to the record.

Audit Information	
Audit Response Status	**Not complete** **3 sub responses to be submitted; payment to prime to be submitted** **Reporting deadline is 5/5/2016** **Audit will be locked 6/4/2016**
Audit Period	January 2016
Payment to Prime	**Report Payment to Prime** Report the payment you received from the organization for **January 2016**. You may report this information **once**; any **changes** to the amount and/or date must be made by the compliance officer. **Amount For January 2016 *** $ 25000 **Payment Date** 01/28/2016 (mm/dd/yyyy) **Comments *** Invoice number TC19840-001. Save Spell Check
Marked As Final Audit?	No (mark audit as final)

Figure 26

You must now enter payments made to your subcontractors. This may be done by clicking on Submit Response next to each subcontractor in the Subcontractor Payments section of the screen (see Figure 27 below) or by clicking on the Submit ALL Incomplete Records button.

Subcontractor Payments for January 2016									
Subcontractor	**Certified**	**Type**	**Inc. in Goal**	**Actions**	**Paid Amount in January 2016**	**Confirmed by Sub**	**Total To January 2016**	**Contract Goal**	**Actual Percent**
1 **B2Gnow Test Vendor 10** Test Vendor xxxx@b2gnowuser.com P 999-999-9999, F 999-999-9999	No	Sub 100%	✓ WBE	**Submit Response**	**Not Reported**	--	$0.00	4.480%	0.000%
1 **B2Gnow Test Vendor 33** Kathleen Kiku test33@b2gnowuser.com P 602-325-9277, F 602-325-9277	No	Sub 100%	✓ MBE	**Submit Response**	**Not Reported**	--	$0.00	7.886%	0.000%
1 **STL Test Sub: Total Lock & Security** BDD 2 bddstl2@outlook.com	No	Reg. Dealer	No	**Submit Response**	**Not Reported**	--	$0.00	1.075%	0.000%

Figure 27

By clicking the Submit ALL Incomplete Records button (found in the middle of the page, see Figure 28), you will be given a table where you can enter all payments at one time (see Figure 29).
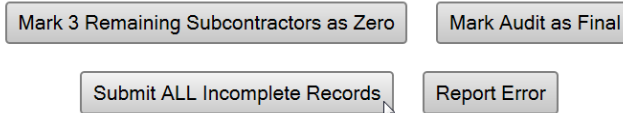

Figure 28

Figure 29

After entering the total payments made during the reporting period (again, this is for actual payments made, not invoiced amounts) and the payment date, click on Save to save the information to the record.

The prime's portion of the audit is now complete and ready for verification by the subcontractor(s).

Confirm Payments

Once a payment to a subcontractor has been entered by the prime, an email is sent to the subcontractor. A sample is included as Attachment B and a portion is show below as Figure 30. The email includes the same identifying information noted in Figure 23. In addition, it has a link to a special login screen and an Audit Code and Audit PIN used for rapid reporting. Click on the first link.

The Business Diversity Development monitors participation on all Lambert – St. Louis International Airport contracts with goals. To assist our office in the monitoring process, please use the link below to provide the requested subcontractor payment information for March 2016.

If you have received this notice, then you are currently listed as a SUBCONTRACTOR on an active Lambert – St. Louis International Airport contract. You are required to respond to this notice with the payment information requested.

To respond, visit: https://flystl.diversitycompliance.com/ca.asp?Code=G8NBE9YZ&PIN=TGBM37XW

Audit Code: G8NBE9YZ
Audit PIN: TGBM37XW

To view all audits on this contract, visit: https://flystl.diversitycompliance.com/?GO=753&TID=3865956

Figure 30

This will take you to the Compliance Reporting System where you can choose to report using Option 1 – Rapid Reporting or Option 2 – Login and Report.

Compliance Reporting System

LAMBERT-ST. LOUIS INTERNATIONAL AIRPORT®

Option 1 - Rapid Reporting

Use Audit Code and PIN from notification to enter payment information.

- Best for reporting one contract at a time
- Does not require login
- Cannot edit previously reported information
- Cannot attach files

Use this method »

Option 2 - Login and Report

Login using your username and password to report requested information.

- Best for reporting information for multiple contracts at the same time
- Allows editing of reported information
- Can attach files

Use this method »

Customer Support   The **Business Diversity Contract Compliance System** is powered by B2Gnow Software.

Figure 31

Rapid Reporting

To use Rapid Reporting, click on Use this method under Option 1. When you click on Use this method for Rapid Reporting, it will automatically populate with the Audit Code and Audit PIN from the email you received. Click Submit to continue.

Option 1 - Rapid Reporting

Use Audit Code and PIN from notification to enter payment information.

- Best for reporting one contract at a time
- Does not require login
- Cannot edit previously reported information
- Cannot attach files

Use this method »

Access Verification

Enter the Audit Code and Audit PIN from the notification in the field below and click **Submit**. The Code and PIN are **not** case sensitive.

Audit Code: HQKJ3X8P
Audit PIN: HG3S3FA4

Submit

Figure 32

This will display the audit information. After reviewing to ensure you are reporting on the correct contract/time period. Click on Confirm payment received to proceed.

Figure 33

This will bring up the payment screen where you will confirm or reject the payment amount reported by the prime contractor. For the most part, the fields are self-explanatory and required fields are marked with a red asterisk (*).

Figure 34

Audit Information

Amount Reported by the prime contractor for February 2016 as PAID to You

$3,660.00

Confirm Reported Amount? *

Show all
options
and fields

⦿ **Correct** - the amount reported by the prime contractor as PAID to us is correct ($3,660.00).

    1. Payment Date: * [2/15/2016] (mm/dd/yyyy)

      » If multiple payments were received, enter the date of the **first** payment.

    2. Were you paid in accordance with the organization's prompt payment policy? *

      » According to our records, the prime contractor was paid on 2/6/2016.

      ⦿ Yes - we were paid within 15 days of the prime being paid on 2/6/2016.

      ◯ No - we were not paid within 15 days of the prime being paid on 2/6/2016.

      ◯ N/A - we cannot determine if we were paid promptly.

◯ **Incorrect** - the amount reported by the prime contractor as PAID to us is not correct.

    ◯ We received **no** payment in February 2016.

    ◯ We received a **different** amount in February 2016 than reported ($3,660.00).

      1. Enter the amount you actually received from the prime contractor in February 2016: *

      $ [   ]

      2. Payment Date: * [   ] (mm/dd/yyyy)

      » If multiple payments were received, enter the date of the **first** payment.

      3. Were you paid in accordance with the organization's prompt payment policy? *

      » According to our records, the prime contractor was paid on 2/6/2016.

      ◯ Yes - we were paid within 15 days of the prime being paid on 2/6/2016.

      ◯ No - we were not paid within 15 days of the prime being paid on 2/6/2016.

      ◯ N/A - we cannot determine if we were paid promptly.

Final Payment? *

⦿ No - our work on this contract3 continues.

◯ Yes - this is our last payment for this contract.

◯ N/A - we have not begun work on this project or we have not been paid yet for our work.

Is Prime Withholding Retainage? *

◯ No

⦿ Yes

    How much retainage is being withheld? * $ [5000]

    » Enter total cumulative retainage being withheld the prime contractor.

    When do you expect to receive it? [05/30/2016] (mm/dd/yyyy)

Public Comments

These comments are visible to the compliance officer and the prime contractor.

[   ]

Private Comments

These comments are visible ONLY to the compliance officer.

[   ]

Figure 35

One field we have had questions on is the question under retainage "When do you expect to receive it?" Please note, this is not a required field so it may be left blank. If you wish to answer, it is generally the date when you anticipate your portion of work being complete.

After you've completed the form, enter your full legal name and title to serve as the e-signature on the document. Click save when everything is complete.

For your eSignature, type your full, legal name as your signature, your position/title, organization, and today's date.

eSignature	
Your Full Name *	Carrie E Bagwell
Your Position/Title *	Project Manager
Your Organization *	STL Test Sub: Total Lock & Security
Today's Date *	4/6/2016 (mm/dd/yyyy)
Confirmation	☑ Send a confirmation of my response. Message will be sent to the user assigned to this record.

☑ I am submitting this form with information that I understand to be correct and accurate.

Save   Spell Check   Cancel

Figure 36

Login and Report

If you prefer not to use the Rapid Reporting option, you can click on the Option 2 – Login and Report. This will take you to the login screen where you will enter your username and password. This will take you to your home page where the Dashboard will show all outstanding audits that you need to report on.

Dashboard	Displaying records assigned to	your company ▾	

Contract			
Total			1
Open			1
Contract Audits	Total	< 90 days	> 90 days
Total Audits	3	2	1
Incomplete Audits »	**2**	**1**	**1**

Figure 37

Click on the red number for the Incomplete Audit(s) you want to report. Usually, you will want to click on the first number under Total so you can report on all incomplete audits.

This will take you to the Contract Audits page. Here you will see all incomplete audits listed. (NOTE: You can adjust the Status column and/or Audit Period to view previously completed audits as well.) Click on the Incomplete hyperlink next to the audit period you wish to report.

Figure 38

This will show you the Audit Information, Audit Actions and Airport contacts (Compliance Officer and Buyer/Project Manager) for the contract/audit. Click on Confirm payment received under Audit Actions in the middle of the page to open the Compliance: Subcontractor Response page. This page requests the same information as outlined in Figure 35.

Figure 39

After completing the information, click check the box indicating "I am submitting this form with information that I understand to be correct and accurate." Then click Save to submit the report.

☑ I am submitting this form with information that I understand to be correct and accurate.

| Save | Spell Check | Cancel |

Figure 40

Discrepancies

When there is a variance between what a prime reports to have paid to a subcontractor and what the subcontractor has on record, a discrepancy is created in the system.

Entering a Discrepancy as a Subcontractor

A discrepancy begins when the subcontractor goes to confirm payment(s) received from the prime contractor and their records do not match what the prime has reported. In this case the subcontractor would select Incorrect for the Audit Information question: Confirm Reported Amount?

Audit Information

Amount Reported by the prime contractor for January 2016 as PAID to You

$1,200.00

Confirm Reported Amount? *

Show all options
and fields

○ **Correct** - the amount reported by the prime contractor as PAID to us is correct ($1,200.00).

◉ **Incorrect** - the amount reported by the prime contractor as PAID to us is not correct.

    ○ We received **no** payment in January 2016.
    ◉ We were paid a **different** amount in January 2016 than reported ($1,200.00).

       1. Enter the amount you actually received from the prime contractor in January 2016: *

       $ [1000]

       2. Payment Date: * [01/23/2016] (mm/dd/yyyy)
       » If multiple payments were received, enter the date of the **first** payment.

       3. Were you paid in accordance with the organization's prompt payment policy? *
       » According to our records, the prime contractor was paid on 1/28/2016.
       ◉ Yes - we were paid within 15 days of the prime being paid on 1/28/2016.
       ○ No - we were not paid within 15 days of the prime being paid on 1/28/2016.
       ○ N/A - we cannot determine if we were paid promptly.

Figure 41

When Incorrect is selected, the system will automatically expand the section to allow you to select "We received **no** payment in <<AUDIT PERIOD>>." or "We were paid a **different** amount in <<AUDIT PERIOD>> than reported (<<$AMOUNT REPORTED BY PRIME.)" Select the correct option for the situation. If you enter that you received a different amount, you will be asked for the amount, payment date and if it was paid in accordance with the prompt pay requirements. **NOTE: If you report that the prime contractor has entered an incorrect amount, you**

will be required to enter an explanation in the Private Comments field explaining the variance.

Private Comments	
	These comments are visible ONLY to the compliance officer.
	We were only paid $1,000 in January for services invoiced in December 2015. We did invoice for $1,200 in January 2016 but payment was not received until February 2016. See attached invoices and checks.
Confirmation	☑ Send me confirmation of my response.

☑ I am submitting this form with information that I understand to be correct and accurate.

[Save]   [Spell Check]   [Cancel]

Figure 42

Once you've entered all required data, click Save to save the record.

Responding to a Discrepancy as a Prime Contractor

The prime will then be notified by email that there is a discrepancy. S/he will log into the system and see the discrepancy on his/her Dashboard.

Figure 43

The prime contractor will click on the number for the discrepancy and be taken to the Contract Audits page with Discrepancy displayed in the status column. Click on the discrepancy.

Figure 44

This will display the Compliance Audit: Audit Notice page for the audit period in question. Click on Resolve <<NUMBER OF DISCREPANCIES>> in the Audit Actions section in the middle of the page.

Compliance Audit: Audit Notice for January 2016

| Contract Main | View Contract | Subcontractors | Compliance Audit List | Compliance Audit Summary | Messages | Comments | Reports |

Lambert - St. Louis International Airport
T-C19840: Parking Lot Asphalt Resurfacing Improvements (TEST)
Prime: StlAirport Test Vendor

Status: **Open**
6/1/2015 - 3/31/2016
Current Value: **$111,596**

This is an audit notice for the contract listed below. Submit a response for each item listed below by clicking each link in the **Audit Actions** table. It is possible that some actions are not available at a specific time due to pending reports from other contractors.

Audit Information	
Time Period	January 2016
Date & Time Posted	Local: 2/1/2016 6:00:58 AM CST
	System: 2/1/2016 6:00:58 AM CST

Submit a response for each item listed below by clicking each link. It is possible that some actions are not available at a specific time. As the **prime contractor** your responsibility is to report payments made to subcontractors and payments received from Lambert - St. Louis International Airport.

Audit Actions	
Category	Action Required & Response Due Date
Prime Contractor	Resolve 1 discrepancy

Compliance Officer Information	
Contact Person	**Carrie Bagwell**
Organization	**Lambert - St. Louis International Airport**
User Number	**30000060-018**

Buyer/Project Manager Information	
Contact Person	**Contract Administrator**
Department	**Engineering**
User Number	**10000744-001**

Figure 45

This will take you to the actual Compliance Audit page.

Compliance Audit: January 2016

| Contract Main | View Contract | Subcontractors | Compliance Audit List | Compliance Audit Summary | Messages | Comments | Reports |

Lambert - St. Louis International Airport
T-C19840: Parking Lot Asphalt Resurfacing Improvements (TEST)
Prime: **StlAirport Test Vendor**

Status: **Open**
6/1/2015 - 3/31/2016
Current Value: **$111,596**

Listed are subcontractors assigned to this contract. Click the links to the right of the vendor's name to submit or edit a response. You must submit data on each subcontractor to complete the audit.

Audit Information	
Audit Response Status	Data entry complete
	1 discrepancy reported by subcontractor..
Audit Period	January 2016
Payment to Prime	$25,000.00
Marked As Final Audit?	No (mark audit as final)

Audit Summary - Total Contract Through TODAY (4/25/2016)

	Award	Award Percent	Payments	Payments Percent	Difference (Payments - Award)
Prime Contract	$111,596.00		$90,000.00		
For Credit	$105,692.57	94.710%	$5,000.00	5.556%	89.154% below goal
For Credit to DBE Goal	$0.00	0.000%	$0.00	0.000%	Goal matched
For Credit to MBE Goal	$27,999.44	25.090%	$4,150.00	4.611%	20.479% below goal
For Credit to WBE Goal	$77,693.14	69.620%	$850.00	0.944%	68.676% below goal
Contract Progress	81%				
For Credit Progress	5%				

Award values may not match due to differences between overall contract goal and subcontractor assignments.

Figure 46

In the Subcontractor Payments section, click on Resolve Discrepancy to address the discrepancy. This will take you to the Compliance Audit: Discrepancy Resolution screen. This page has all pertinent information for the audit in question which you can review but you're primary objective is to click the Resolve Discrepancy button (at the top or bottom of the screen).

Figure 47

This will take you to the Compliance Audit: Discrepancy Resolution screen where you can enter the information to resolve the discrepancy. You may report that the original amount you reported is correct, that the amount reported by the subcontractor is correct or that a third amount is the correct amount.

Compliance Audit: Discrepancy Resolution

Help & Tools ✖

Contract Main | View Contract | Subcontractors | Compliance Audit List | Compliance Audit Summary | Messages | Comments | Reports

Lambert - St. Louis International Airport   Status: **Open**
T-C19840: Parking Lot Asphalt Resurfacing Improvements (TEST)   6/1/2015 - 3/31/2016
Prime: **StlAirport Test Vendor**   Current Value: **$111,596**

A discrepancy has been reported for this audit for the listed time period. If the audit is pending a response, click the **Resolve Discrepancy** button to submit information.

<div align="center">

[Resolve Discrepancy]   [Audit Notice]

</div>

Select a resolution option, enter comments if needed, and click **Save Response**. You can respond to this discrepancy notice once. Further changes must be processed by the compliance officer.

Discrepancy Resolved? *
- ○ The **$1,200.00** originally reported by the prime is correct.
- ◉ The **$1,000.00** originally reported by the subcontractor is correct.
- ○ None of the amounts are correct. The amount should be $ _____

Public Comments   These comments are visible to the compliance officer and the prime contractor.

[   ]

Private Comments   These comments are visible ONLY to the compliance officer.

[   ]

Attach File(s)   [Attach File]

Confirmation   ☑ Send me confirmation of my response.

[Save Response]

As long as you are in agreement with the subcontractor, no additional comment is required. Otherwise, you will need to provide Private Comments explaining the discrepancy as above. Once you have entered all required information, click Save Response to record the response and move the resolution forward.

If the amount reported by the subcontractor is indicated as correct, there is no further action necessary and the discrepancy is noted as resolved.

If the prime does not agree with the subcontractor amount (either maintaining her/his original submission or submitting a new amount), then an email will be sent to the subcontractor and s/he will go through the same process.

If no resolution is reached by that point, the matter will have to be resolved by the assigned Contract Compliance Officer.

Conclusion

This manual covers the primary areas needed for reporting as required by the Airport. The system does have many other features and we encourage you to explore them. You can receive additional training from B2Gnow under Training and Events on our system home page (flystl.diversitycompliance.com). In addition, if there are areas you feel should be added to this manual, please contact us directly at dbeprogramoffice@flystl.com.

Lambert BDD: Prime Contractor Compliance Monitoring Report

Lambert - St. Louis International Airport

To: BDD Test <StlAirport_Test_Vendor@outlook.com>; ⌄

4/5/2016

Inbox

Lambert - St. Louis International Airport January 2016 Prime Contractor Contract Compliance Monitoring Report

Contract: Parking Lot Asphalt Resurfacing Improvements (TEST)
Prime Contractor: STL Test Prime: Tramar
Contract Number: T-C19840
Audit Time Period: January 2016
Contract Compliance Officer: Carrie Bagwell, (E) cebagwell@flystl.com, (P) 314-426-8034

Dear BDD Test,

The Business Diversity Development monitors participation on all Lambert - St. Louis International Airport contracts with goals. To assist our office in the monitoring process, please login to your account in the Business Diversity Contract Compliance System and provide the requested subcontractor payment information for January 2016.

If you have received this notice, then you are currently listed as a PRIME contractor on an active Lambert - St. Louis International Airport contract. You are required to respond to this notice with the payment information requested.

To view the audit notice and respond, visit: https://flystl.diversitycompliance.com/?GO=397&TID=3733427
To view all audit notices, visit: https://flystl.diversitycompliance.com/?GO=753&TID=3733427

PLEASE REFER TO THE BOTTOM OF THIS NOTICE FOR ADDITIONAL HELP

Lambert - St. Louis International Airport
Business Diversity Development
P.O. Box 10212
St. Louis, MO 63145
(314) 426-8111
flystl@diversitycompliance.com
https://flystl.diversitycompliance.com

HELP:

System Access: If you have received this email then an account already exists for you. If you do not already have your account username and password, or have forgotten them, please visit https://flystl.diversitycompliance.com//UserSearch.asp.

Duplicate Notices: If you are receiving this notice by email AND fax, and would like to use only one delivery method, you must update your account settings at User info edit: https://flystl.diversitycompliance.com/?GO=685&TID=3733427.

Submitting subcontractor payment information:

1. Log in at https://flystl.diversitycompliance.com/ or use the link provided above.
2. Front Page - In the Dashboard, look for the highlighted red text and numbers. Click any of the red numbers in the Incomplete Audits line.
3. Vendor Control Panel: Audits - Click on any of the red "incomplete" links.
4. Diversity Management: Audit Notice - Click the View/Submit Response button.
5. Diversity Audit: Vendor List - Your subcontractors will be displayed in the bottom table. Click any of the Submit Response links.
6. Diversity Audit: Prime Contractor Response - Enter the total amount paid to the subcontractor DURING the audit period. Click the Review button at the bottom, and click the Save button on the following page to save your response.
7. The audit response is complete when ALL lines have been submitted.

Notes:

- You are encouraged to respond within 14 days of the first audit notice for the January 2016 time period. After 60 days, you must contact your contract compliance officer.
- Even if you have not made any payments in the listed time period, you must still login and submit a $0 value.
- To mark the any remaining subcontractors as $0 for the audit period, click Mark Remaining Subcontractors as Zero.
- Edit a response by clicking the Edit link in the corresponding line. Once a subcontractor confirms a payment, you will not be able to change the data and must contact your contract compliance officer.
- If any of the paid to date totals are incorrect, or if a subcontractor is incorrectly listed, click Report Error.
- If you need to change subcontractors, please contact your contract compliance officer. To add subcontractors, follow the instructions displayed when you click Add a Subcontractor.
- If this is the last audit for the contract, click Mark Audit as Final.

This message was sent to: "BDD Test" <StlAirport_Test_Vendor@outlook.com>
Sent on: 4/5/2016 4:41:01 PM
System ReferenceID: 35045712

Security Tip: Do not share your account with anyone. Contact Customer Support to request another user account.

Lambert BDD: Subcontractor Contract Compliance Monitoring Report

Lambert - St. Louis International Airport

↩ Reply all | ⌄

To: BDD 2 <bddstl2@outlook.com>; ⌄

Fri 4/22

Inbox

Lambert - St. Louis International Airport March 2016 Subcontractor Contract Compliance Monitoring Report

Contract: Parking Lot Asphalt Resurfacing Improvements (TEST)
Prime Contractor: STL Test Prime: Tramar
Contract Number: T-C19840
Audit Time Period: March 2016
Contract Compliance Officer: Carrie Bagwell, (E) cebagwell@flystl.com, (P) 314-426-8034
Reference: N/A

Dear BDD 2,

The Business Diversity Development monitors participation on all Lambert - St. Louis International Airport contracts with goals. To assist our office in the monitoring process, please use the link below to provide the requested subcontractor payment information for March 2016.

If you have received this notice, then you are currently listed as a SUBCONTRACTOR on an active Lambert - St. Louis International Airport contract. You are required to respond to this notice with the payment information requested.

To respond, visit: https://flystl.diversitycompliance.com/ca.asp?Code=G8NBE9YZ&PIN=TGBM37XW

Audit Code: G8NBE9YZ
Audit PIN: TGBM37XW

To view all audits on this contract, visit: https://flystl.diversitycompliance.com/?GO=753&TID=3865956

Lambert - St. Louis International Airport
Business Diversity Development
P.O. Box 10212
St. Louis, MO 63145
(314) 426-8111
flystl@diversitycompliance.com
https://flystl.diversitycompliance.com

This message was sent to: "BDD 2" <bddstl2@outlook.com>
Sent on: 4/22/2016 1:43:23 PM
System ReferenceID: 35537754