Chapter 3. Contracts ...................................................................................................................... 3-1
  Understanding the Contract Compliance Officer (CCO) Role ....................................................... 3-1
  Creating contracts .......................................................................................................................... 3-1
  Searching for and viewing contracts ............................................................................................. 3-5
    Searching for contracts .................................................................................................................. 3-5
    Viewing your contract list ............................................................................................................. 3-8
  Working with the Contract Management page .............................................................................. 3-9
    Viewing the Contract Management page ..................................................................................... 3-10
    Viewing detailed contract information ......................................................................................... 3-11
  Managing contract settings .......................................................................................................... 3-12
  Managing subcontractors .............................................................................................................. 3-14
    Identifying the prime contractor and the subcontractor .............................................................. 3-14
    Adding a subcontractor to a contract .......................................................................................... 3-15
    Approving subcontractor requests ............................................................................................. 3-17
    Certified, self-performing prime contractors ............................................................................. 3-19
  Managing documents .................................................................................................................... 3-22
  Managing change orders and task orders .................................................................................... 3-24
    Creating change orders ............................................................................................................... 3-24
    Linking contract records ............................................................................................................. 3-27
  Managing contract alerts .............................................................................................................. 3-29
  Managing comments ..................................................................................................................... 3-33
  Viewing & sending messages ......................................................................................................... 3-34
    Sending messages .......................................................................................................................... 3-35
  Managing contract reviews .......................................................................................................... 3-37
  Managing site visit reports .......................................................................................................... 3-38
  Running reports ............................................................................................................................. 3-40
  Closing contracts .......................................................................................................................... 3-41
    Printing contract close letters ..................................................................................................... 3-42
    Sample Contract Close Letter .................................................................................................... 3-44
  Contract Compliance Payment Auditing ....................................................................................... 3-45
    Understanding the audit process ............................................................................................... 3-45
    Viewing the Audit History ........................................................................................................... 3-46
    Viewing the Audit Summary ........................................................................................................ 3-47
Viewing the Fiscal Year Audit Summary ................................................................. 3-49
Entering prime and sub contractor payment information .................................. 3-52
Resolving a discrepancy ..................................................................................... 3-54
Audit management ............................................................................................. 3-57
Extending a reporting deadline ......................................................................... 3-58

**B2Gnow Data Import Process** ....................................................................... 3-59

**Importing Prime Contractors** ................................................................. 3-60
- Reasons for rejection.................................................................................... 3-60
- Correcting rejected prime contractors ....................................................... 3-60
- Vendor matching process .......................................................................... 3-63

**Importing contract headers** ...................................................................... 3-64
- Reasons for rejection.................................................................................... 3-64
- Correcting rejected contract headers .......................................................... 3-64
- Contract matching process ......................................................................... 3-67
- Locking in new contract records ................................................................. 3-68
- Editing records flagged with new values .................................................... 3-71
- Editing records flagged with new end dates .............................................. 3-72
- Processing contract value and end date changes ...................................... 3-73
- Multiple Record Updates ........................................................................... 3-73
- Viewing summary reports .......................................................................... 3-74

**Imported contract payments** ................................................................... 3-75
- Reasons for rejection.................................................................................... 3-75
- Editing rejected contract payments ............................................................ 3-75
- Contract payment matching process .......................................................... 3-79
- Contract compliance audits ......................................................................... 3-79
- Handling payment detail and multiple payments ....................................... 3-79
- Ignored contract payments ......................................................................... 3-80
- Using the Payments Not Imported report .................................................. 3-80

**Using the Data Import Checklist** ............................................................... 3-81
Chapter 3 – Contracts

The B2Gnow contract record contains the data collected between your organization and the prime contractor for construction, goods, or other types of services. In some situations we import contracts electronically into B2Gnow from an external system; in others the records are manually entered. The B2Gnow contract record manages common contract data, such as contract dollar value, prime contractor, and relevant dates. It also manages data specific to your contract compliance tracking and reporting needs. This data includes goal types, goal percentages, funding sources, subcontractor awards, and other relevant fields.

The B2Gnow contract record contains a large amount of data and is linked to other system records including prime contractors, subcontractors, buyers, and Contract Compliance Officers (CCO). The contract record and associated records are typically managed by the CCO.

Understanding the Contract Compliance Officer (CCO) Role

The CCO plays a critical role in the B2Gnow system by managing the contract record. The CCO is responsible for making sure that contract data has been imported or entered correctly into B2Gnow. Once the contract record is configured in B2Gnow, the CCO monitors contract audits and data to guarantee that accurate data is created and reported. This chapter contains the information needed by the CCO to properly create and manage their contract records.

Creating contracts

During the implementation process, B2Gnow configures your contract fields and settings based on your organization’s preferences. You can create contracts directly in the system or your organization may have an interface that imports records from an external system (see the B2Gnow Data Import Process).
To create a contact

1. Open the Create menu, and then click New Contract.
2. Complete the form.

**Contract: Compose**

On this page, you can compose your contract. There are two steps to this process: (1) Composing and (2) Reviewing your contract. When you're finished composing your contract on this page, click Review at the bottom of the page.

*required entry

**Contract Information**

You must enter a contract title and maximum value. The assigned department field is optional.

- **Title**: 
- **Contract Number**: 
- **Contract Value ($)**: 
- **Contract Secondary Status**: None selected
- **Assigned Department**: None selected
- **Council Motion Number**: 
- **Old Contract Number**: 
- **CIP #/WS #**: 
- **Additional Reference 1**: 
- **Additional Reference 2**: 

**Contract Dates**

Enter a contract start date and end date. These are the dates that you want the auditors (if selected) to begin and end.

- **Start Date**: (mm/dd/yyyy)
- **End Date**: (mm/dd/yyyy)
- **Duration**: year(s)

The following dates are optional.

- **Notice To Proceed Date**: (mm/dd/yyyy)
- **Approval Date**: (mm/dd/yyyy)
- **Initiation Date**: (mm/dd/yyyy)
- **Work Order Date**: (mm/dd/yyyy)

**Prime Contractor Information**

The contract must be assigned to a prime contractor. Enter the B2Gnow user number for the prime contractor, or click Get Vendor to search and select a user.

- **Prime Contractor**: 
- **Prime Compliance Contact**: None selected
- **Prime Workforce/Prevalent Wage Contact**: None selected
- **Prime Address**: 

**NOTE:** Some fields and options may be different based on your organization’s configuration.
**Organization Contacts**

The contract must be assigned to a buyer/contract administrator; select a user from the list. Additional contacts can be designated.

<table>
<thead>
<tr>
<th>Contact #1</th>
<th>Name</th>
<th>Role</th>
<th>Department</th>
<th>Email</th>
<th>Phone &amp; Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact #2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact #3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Contract Settings**

**Diversity Goal(s)**

- Help with goals

<table>
<thead>
<tr>
<th>Goal Type</th>
<th>Required Goal</th>
<th>Proposed Committed Goal</th>
<th>Waiver (All butto)</th>
<th>Actual Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>MBE</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>WBE</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>DBE</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
</tbody>
</table>

**External Funding Sources**

- Help with funding sources

- Funding source based on

- Select one

- Category

- Value

- %

- Proportion

- Federal

- %

- State

- %

- Local

- %

- Calculate

**Contract Type**

- None selected

**Contract Category**

- None selected

**Waiver**

- Yes

- No

**Exempt**

- Yes

- No

**Contract Process**

- Competitive

- Sole Source

- Emergency

- Negotiated

**Funding Source**

- None selected

**Federal Funding Source**

- None selected

**Usage Schedule**

- None selected

**Funding Code**

- None selected
## Compliance Audit Settings

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance Audit</td>
<td>Automatically [default] - create audits every month [default] - starting from award/start date [default] and ending when contract is manually closed [default]. On Demand - create audits upon [default] - request or financial system trigger for each month [default].</td>
</tr>
<tr>
<td>Contract Compliance Officer</td>
<td>Houston Admin7</td>
</tr>
<tr>
<td>Payments to Prime Contractors</td>
<td>Entered by staff or from financial system [default]. Self-reported online by prime contractor [default].</td>
</tr>
<tr>
<td>Payments to Subcontractors</td>
<td>Entered only by staff. Self-reported online by prime contractor [default]. Payments to Lower Tier Subcontractors: Only prime can report subcontractor payments at all tiers [default]. Subcontractors can report their own subcontracts.</td>
</tr>
<tr>
<td>Confirmation by Subcontractors</td>
<td>Yes [default] - subcontracts will be contacted to confirm payment amounts.</td>
</tr>
<tr>
<td>Subcontractor Zero Payment Auto-Confirmation</td>
<td>Yes [default] - zero value payments will be auto-confirmed. No [default] - zero value payments must be confirmed by subcontractors.</td>
</tr>
<tr>
<td>Require Reporting of Sub-Paid Date</td>
<td>Yes [default] - subcontractor paid date will be required. No [default]</td>
</tr>
<tr>
<td>Collect Retainage Information</td>
<td>Yes [default] - subcontractors will be able to report retainage information. No [default]</td>
</tr>
<tr>
<td>Allow Sub to Designate Final Payment</td>
<td>Yes [default] - subcontractor can designate their final payment. No [default]</td>
</tr>
</tbody>
</table>

## Workforce/Prevailing Wage Settings

Select the appropriate settings for this contract. Some settings are optional, but by selecting them you will improve the quality and detail of your reports.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workforce/Prevailing Wage Audit</td>
<td>Automatically [default] - create audits every quarter with per-employee summary - starting (mm/dd/yyyy) and ending (mm/dd/yyyy). On Demand [default] - create audits upon [default] - request each quarter with per-employee summary - starting (mm/dd/yyyy) and ending (mm/dd/yyyy).</td>
</tr>
<tr>
<td>Workforce/Prevailing Wage Compliance Officer</td>
<td>Houston Admin7</td>
</tr>
<tr>
<td>Workforce/Prevailing Wage Data Reporting</td>
<td>Entered by staff. Self-reported online by contractor [default] (or staff, if necessary).</td>
</tr>
<tr>
<td>Prime Can View Subcontractor Audits</td>
<td>Yes - prime will be able to view audits submitted by subcontractors. No [default]</td>
</tr>
<tr>
<td>Prime Approves Subcontractor Audits</td>
<td>Yes - prime will be required to approve subcontractor audits before submission. No [default]</td>
</tr>
<tr>
<td>Auto-Accept Workforce Audit Reports</td>
<td>None [default] - no workforce audit reports will be auto-accepted under any circumstance. No Work - only no-work workforce audit reports will be auto-accepted. All - all workforce audit reports will be auto-accepted.</td>
</tr>
</tbody>
</table>
3. To verify information, click Review.
4. Click Save.

**Searching for and viewing contracts**

You can complete a search for your contracts or quickly view your contract list. After locating the contract you want to work with, you can open it to view and update the contract details.

**Searching for contracts**

To complete a search, enter or select search parameters on the Search: Contracts page. You can complete a search as broad or narrow as you want. For example, you can search for all contracts assigned to your department or only search for contracts assigned to you.

**To search for a contract**

1. From the Search menu, click Contracts.
2. Enter or select search parameters. For search tips, see Chapter 1 – System Overview: Tips for performing searches.
3. Click Search First 20 Matches.
The matching results display. You can click a contract number or title to view more information about a specific contract.

To view contract record details from a search
1. Search for and locate the contract you want to view.
2. To access the contract main page, click the Contract Number, Contract Title, or System Transaction #.

3. To view the vendor profile, click the name of the Prime Contractor.
The Vendor Profile displays in a popup window.
4. To access the Contract Management: Subcontractor List page, click the Subs hyperlink.
5. To access the Contract Audit: Audit Summary for Total Contract page, click the Audit hyperlink.

Additionally, you can perform actions after completing a search, such as sending a contract letter or adding the prime contractors from the search results to an outreach campaign.

To perform actions after a contract search
1. Search for the contracts for which you want to perform an action.
2. To return to the Search: Contracts page, click Search Again.

3. To compose a letter or select a letter template to send, click Send Contract Letters, and then click OK.

**NOTE:** If you selected the contract goal status search parameter, the button is Send Not Meeting Goal Letters.

4. To export the list, click Export, and then specify the details you want to export and click Export Records. If prompted, follow the browser instructions for saving the file.
5. To send a message to all prime contractors listed in the search results, click Message Contract Contacts and complete the fields to send the message, as necessary.
6. To add prime and sub contractors listed in the search results to an existing outreach campaign, click Add Primes & Subs to Outreach Campaign, click OK, and then complete the fields, as necessary.

7. To add only the prime contractors listed in the search results to an existing outreach campaign, click Add Only Primes to Outreach Campaign, click OK, and then complete the fields, as necessary.

8. To add only the sub contractors listed in the search results to an existing outreach campaign, click Add Only Subs to Outreach Campaign, click OK, and then complete the fields, as necessary.

To search for your contracts

1. From the Search menu, click Contracts.
2. From the Contract Compliance Officer list, select your name.

3. Click Search All Matches.
   A list of your contracts display. You can click a title to view more information about a specific contract.

Viewing your contract list

From the Data Dashboard, you can easily view information about your contracts, such as the number of active contracts and audits. You can also access the Diversity User Control Panel: Contracts page to view and sort through your contract list.
To view your contract list and contract details

1. From the Data Dashboard, click the Contracts hyperlink.

2. Use the lists to filter the number of contracts that display.

3. To view contract details, click the View hyperlink.

Working with the Contract Management page

After opening the contract you want to view, you can use the tabs on the Contract Management window to navigate and perform actions for different sections of the contract. For example, you can navigate to the Subs tab to add or edit a subcontractor, complete actions for prime contractors, and communicate with contractors.
**Viewing the Contract Management page**

When you open the contract, the Contract Management page displays with the Main contract tab open. You can view basic contract information, alerts, and status history, and access hyperlinks for updating and changing your contract’s alerts and status.

<table>
<thead>
<tr>
<th>Contract Management</th>
<th>Help &amp; Tools</th>
</tr>
</thead>
</table>

### Contract Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Title</td>
<td>Service contract</td>
</tr>
<tr>
<td>Contract Number</td>
<td>1000100001</td>
</tr>
<tr>
<td>Prime Contractor</td>
<td>B2GNow Test Vendor 4</td>
</tr>
<tr>
<td>System Transaction Number</td>
<td>00700034-001</td>
</tr>
<tr>
<td>Award/Start Date</td>
<td>10/1/2012</td>
</tr>
<tr>
<td>End Date</td>
<td>12/31/2012</td>
</tr>
<tr>
<td>Maximum Value</td>
<td>$50,000.00</td>
</tr>
</tbody>
</table>

### Contract Alerts

<table>
<thead>
<tr>
<th>Alert</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Goal is ZERO (edit, deactivate alert)</td>
</tr>
<tr>
<td>2</td>
<td>No SUBCONTRACTORS assigned to contract (assign, deactivate alert)</td>
</tr>
</tbody>
</table>

### Contract Status & Actions

<table>
<thead>
<tr>
<th>Status</th>
<th>Actions</th>
<th>Previous Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>View Contract, Edit Contract, Close Out</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Change Secondary Status to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>None selected</td>
<td></td>
</tr>
<tr>
<td>Assigned</td>
<td>Change Compliance CCO to:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Houston Admin?</td>
<td></td>
</tr>
<tr>
<td>Automatically (Monthly)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No subs</td>
<td>Manage Subcontractors</td>
<td></td>
</tr>
<tr>
<td>Create Task Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amend Contract</td>
<td>Change Volume</td>
<td>None</td>
</tr>
<tr>
<td>Extend/Shorten Contract</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>Delete Contract, Vendor Archive, Full Archive, Copy Contract</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

### Contract Status History

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Status</th>
<th>Substatus</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/24/2012 1:00PM CST</td>
<td>Contract Created</td>
<td></td>
<td>Houston Admin7</td>
</tr>
<tr>
<td>9/24/2012 1:00PM CST</td>
<td>Open</td>
<td></td>
<td>Houston Admin7</td>
</tr>
</tbody>
</table>

Listed items are for date and time of user action. Close action date may not match contract close date.
Viewing detailed contract information

On the Contract: View page, you can view contract details, including settings and file attachments. You cannot update information from this page.
## Managing contract settings

On the **Contract: Settings** page, you can view and update the information that governs the contract, compliance audit, and workforce/prevailing wage settings (if configured).
Managing subcontractors

On the Contract Management: Subcontractor List page, you can add and manage subcontractors for the contract.

Identifying the prime contractor and the subcontractor

The prime contractor and subcontractor are easy to identify. The prime contractor is listed at the top of most pages in the Contracts module. You can view the full details of every vendor associated with the contract on the Subcontractor List.
Adding a subcontractor to a contract

You can add multiple subcontractors to contracts.

To add a subcontractor to a contract

1. From the **Contract Management** page, click the **Subs** tab.
2. Click the **Add Subcontractor** button.

3. In the **Vendor** field, type the name of the vendor and select it from the list, or click **Get Vendor** and complete a search for the firm.
   - **Vendor**: Select a vendor to auto-populate vendor information.
   - **Vendor Compliance Contact**: Select a compliance contact.
   - **Vendor Address**: Select the vendor’s address.
4. Fill in the **Contract Information** box.
   - **Subcontractor Tier**: Select the firm to which the vendor reports.
   - **Reference Identifier**: Add information that displays on the subcontractor lists.
   - **Contracted Percent & Amount**: Specify the percent or amount for the vendor.
   - **Type of Participation**: Select the item that reflects the vendor’s type of participation for the contract.
   - **Starting Paid to Date**: Enter amount paid as of the date displayed.
   - **Final Amount Adjustment/Paid Retainage**: Specify if the subcontractor was paid retainage by the prime contractor or if you made another adjustment at the end of the contract.

![Contract Information](image)

```plaintext
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subcontractor Tier</strong></td>
<td>Select the firm to which the vendor reports.</td>
</tr>
<tr>
<td><strong>Reference Identifier</strong></td>
<td>Add information that displays on the subcontractor lists.</td>
</tr>
<tr>
<td><strong>Contracted Percent &amp; Amount</strong></td>
<td>Specify the percent or amount for the vendor.</td>
</tr>
<tr>
<td><strong>Type of Participation</strong></td>
<td>Select the item that reflects the vendor’s type of participation for the contract.</td>
</tr>
<tr>
<td><strong>Starting Paid to Date</strong></td>
<td>Enter amount paid as of the date displayed.</td>
</tr>
<tr>
<td><strong>Final Amount Adjustment/Paid Retainage</strong></td>
<td>Specify if the subcontractor was paid retainage by the prime contractor or if you made another adjustment at the end of the contract.</td>
</tr>
</tbody>
</table>
```

5. Fill in the **Settings** box.
   - **Include in Compliance Audits?**: Select Yes or No for tracking payments.
   - **Count Towards Certified Goal**: If Yes, select the type.
   - **Goal Type**: Select the certified goal type.
   - **Add vendor to existing audits for this contract?**: If Yes, the firm is added to prior audits so that payments can be back entered.
   - **Final Payment Made?**: Select whether the final payment was made for the contract.
   - **Subcontract Award Date**: Specify the subcontractor’s start date.
   - **Work Start Date**: Specify the date on which the actual work began.
   - **Work End Date**: Specify the date on which the actual work ended.
   - **Work Description**: Enter the type of work performed.
   - **Commodity Codes**: Add codes, as needed.

   ![Settings](image)

6. Click **Review** and verify the information.
7. Click **Save**.

**Approving subcontractor requests**

Your organization may permit prime contractors to self-request additional subcontractors. Prime contractors can search the vendor directory and indicate how they intend to utilize each subcontractor. If you have the authority, you can either accept or deny the request. If not, you can record your recommendation.
To approve a subcontractor request

1. To access subcontractor requests from the dashboard, in the **Sub Requests** line, click the red number.

   ![Data Dashboard](image)

2. To access subcontractor requests from the navigation menu, open the **View** menu, and then click **Sub Requests**.
3. Click the contract number.
4. Review the request.
5. Click **Approve Request**.
6. Click **OK** to confirm you want to navigate to the next page to review and confirm the request.
7. Click **Review**.
8. Click **Save**.

If you are not authorized to take action, the system records your recommendation and the request remains open.
Certified, self-performing prime contractors

If a prime contractor is certified and will be counted towards the goal, the contract must be updated to reflect this status. The system tracks payments to certified, self-performing prime contractors using one of two methods:

**Method 1: Calculated Remaining Amount**

Payments to the prime contractors are calculated as the remaining amount after payments are made to all certified and non-certified subcontractors. This method requires that all subcontractors are tracked. For example:

- Payment to prime contractor: $1,000,000
- Payment to certified subcontractor: $100,000
- Payment to non-certified subcontractor: $150,000
- Remaining amount: $750,000
- **Amount counted to prime contractor:** $750,000

**Method 2: Separate Payment Tracking**

Payments to the prime contractor are specifically reported and recorded on a separate line and are not derived from any other data. This method is used if not all subcontractors are tracked, specifically non-certified contractors. For example:

- Payment to prime contractor: $1,000,000
- Payment to certified subcontractor: $100,000
- Remaining amount: $900,000
- Payment to certified, self-performing prime contractor: $750,000
- Amount “missing” from report (non-certified subcontractor): $150,000
- **Amount counted to prime contractor:** $750,000

**To use Method 1: Calculated Remaining Amount**

1. If necessary, locate and open the contract.
2. On the **Contract Management** page, click the **Subs** tab.
3. In the **Prime Contractor** box, from the **Select Action** list, select **Edit Prime**.

![Prime Contractor Table]

4. On the **Contract Management: Edit Prime Contractor** page, change the **Count Towards Certified Goal** to **Yes** and select the **Goal Type**.

![Prime Contractor Management Page]

5. Click **Review**.
6. Click **Save**.

The Prime Contractor box will reflect that the prime is counted for credit.

![Prime Contractor Box Reflecting Counted Credit]
To use Method 2: Separate Payment Tracking

1. If necessary, locate and open the contract.
2. On the Contract Management page, click the Subs tab.
3. Click the Add Subcontractor button.
4. Complete the process as if adding a subcontractor, but use the following settings:
   - **Contracted Percent & Amount**: enter the percent or amount of the contract the prime contractor will be self-performing.
   - **Type of Participation**: Select Self-Performing Prime Contractor.
   - **Include in Compliance Audits?**: Yes
   - **Count Towards Certified Goal**: Yes.
   - **Goal Type**: Select the goal type.

5. Click Review.
6. Click Save.

The Subs tab on the Contract Management: Subcontractor List page displays information about the self-performing contractor.
Managing documents

On the Contract Management: Documents page, you can view a list of documents saved to the contract record, open documents, and add documents.

To add a document

1. If necessary, locate and open the contract.
2. On the Contract Management page, click the Docs tab.
3. Click Add Document.
4. From the **Record** list, select the record associated with the document you want to attach.

5. Click **Browse**, and then locate and select the file.
6. In the **Document Title** and **Document Description** fields, enter the title and a description of the document.
7. Click **Add Document**.
8. Click **OK**.
Managing change orders and task orders

On the **Contract Management: Associated Records List** page, you can manage change orders to the contract, which includes changes in the value and/or end date of the contract. Contracts can also be linked together to create Master Contract – Task Order relationships. This is used for job order contracting, release contracting, oncalls, multi-phase project (design & build), and other complex situations. Each record has its own prime, subcontractors, goals, settings, and payments. If you are on a Master Contract or Task Order, the Master Audit Summary tab displays, and you can click the tab to view an aggregated summary of all linked records.

**Creating change orders**

You can use the **Change Orders & Task Orders** tab to change a contract’s value or end date. When you change the value, you create an amendment to the existing contract that allows you to change the total value of the original contract and specify new values for meeting goals. You can also specify the percentages or amounts of the contract that will go to subcontractors.

When you change the contract’s end date, you can end the contract on an earlier or later date than the current date on the contract.

**To change the value of a contract**

1. If necessary, locate and open the contract.
2. On the **Contract Management** page, click the **Change Orders & Task Orders** tab.
3. Click **Change Contract Value**.

4. In the **Amendment Title** field, enter the title of the amendment.

5. From the **Amendment Date** calendar selector, select a date for the amendment.

6. In the **Amendment Note** field, enter additional information about the amendment.
7. In the **Contract Amendment** area, specify whether you are creating an amendment for **The new TOTAL contract amount** or **The ADDITIONAL amount for the contract**, and then enter the amount.

8. In the **New Goal(s)** area, specify whether you are creating an amendment for **The percent of The TOTAL new contract amount** or **The percent of the ADDITIONAL contract amount**, and then enter the **Required Goal**, **Proposed/Committed Goal**, **Waiver**, and **Actual Goal** percentages for each category.

9. In the **Subcontractors** box, enter the **Percent/Amount of the ADDITIONAL contract amount**, **Percent/Amount of the TOTAL new contract amount**, and any **Comments** for each subcontractor.

10. Click **Review**, and then click **Save**.
To change the end date of a contract

1. If necessary, locate and open the contract.
2. On the **Contract Management** page, click the **Change Orders & Task Orders** tab.
3. Click **Extend/Shorten Contract**.

4. From the **Extend/shorten contract to** calendar selector, select the date on which the contract ends.

5. Click **Review**, and then click **Save**.

**Linking contract records**

You can create a task order from another contract record and link it to a master contract. When multiple records are linked, the Master Contract Audit Summary appears to display a roll-up summary of all awards and payments across all linked contract records.
To link a task order to a master contract

1. If necessary, locate and open the contract.
2. On the **Contract Management** page, click the **Change Orders & Task Orders** tab.
3. Click **Link Existing Contract As Task Order**.

4. Click **Select a Contract to Link**.

5. Search for and select the contract you want to link.
6. To link the selected record as a task order on the master contract, click **Link Record**.
To unlink a task record from a master contract

1. On the **Contract Management: Associated Records List** page, click **Unlink**.

2. Click **OK** to confirm you want to remove the link to the master contract.

**Managing contract alerts**

On the **Contract: Alerts** page, you can add alerts for contracts and subcontractors. After you add alerts, you can view, edit, or delete them.

**To add a contract alert**

1. If necessary, locate and open the contract.
2. On the **Contract Management** page, click the **Alerts** tab.
3. Click **Add New Alert**.

4. Select the type of alert you want to configure. Depending on the type of alert you selected, different fields display.
5. To configure a general alert, click **General alert**, and then complete the following:

**Recipient(s):** Select the check box to send an alert to yourself. Click **add more recipients** to use check boxes to send alerts to others.

**Trigger Date:** Use the calendar selector to specify the day on which you want to send the alert.

**Alert Note:** Enter the information you want to include in the alert.

![Alert Configuration Screen]
6. To configure an alert prior to the end of the contract, click **Contract end alert**, and then complete the following:

   **Recipient(s):** Select the check box to send an alert to yourself. Click **add more recipients** to use check boxes to send alerts to others.

   **Days Prior to End Date:** Specify the number of days prior to the contract’s end date that you want to send the alert.

   **Alert Note:** Enter the information you want to include in the alert.

   ![Contract End Alert]

7. To configure an alert about prime contractor payments exceeding the specified progress level, click **Contract progress alert**, and then complete the following:

   **Recipient(s):** Select the check box to send an alert to yourself. Click **add more recipients** to use check boxes to send alerts to others.

   **Progress Percent:** Enter the percent at which the alert is triggered.

   **Alert Note:** Enter the information you want to include in the alert.

   ![Contract Progress Alert]

8. Click **Save Alert**.
Managing comments

On the Contract Management: Comments page, you can add and work with comments. Comments can be added to a contract to make notes, set up alerts, and trigger reminders. Any comments associated with a specific contract display in a list on the Comments tab. You can add comments, edit or delete existing comments, and, if a comment was assigned a due date, view and save it to your calendar.

To add a comment to a contract

1. If necessary, open the contract to which you want to add a comment.
2. Go to the Comments tab.
3. Click Add New Comment.
4. In the Comment Type area, specify whether you want to add a Standard Comment or Comment with Due Date.
5. If necessary, from the calendar selector, select the due date.
6. To create a Comment with Due Date alert, select Add an alert for this comment.
7. In the Comments area, enter your comment.
8. Click Save Comment.

Comments display in the list.

TIP: Comments that are created as an alert will be triggered on the selected Due Date and an email alert sent to you. The alert will also be shown on your dashboard.
To edit or delete a comment

1. To edit a comment, click the **Edit** hyperlink for the comment you want to update, edit the comment, click **Review**, and then click **Save**.

2. To delete a comment, click the **Delete** hyperlink for the comment you want to delete, and then click **OK**.

To view and save a comment to your calendar

1. If a comment has an associated Due Date, to add it to your calendar, click the **Calendar** hyperlink.

2. Click **OK** to confirm you want to open and save it in your calendar.

3. Save the comment using your calendar’s tools, which vary depending on the calendar software you use (e.g. Microsoft Outlook).

Viewing & sending messages

On the **Contract Management: Messages** page, you can view all messages sent for this contract. You send messages through areas in the contract where a contact’s name displays as a hyperlink or a Message button displays for sending messages.
Sending messages

When the system is used to send messages to other users, the contract stores a complete history with the record for future reference. Messages can be viewed at any time.

You can send messages as you navigate through a contract by clicking a contact’s name if it displays as a hyperlink or using the Messages buttons that display at the bottom of a page.

Examples:

- When viewing an amendment, click the contact’s name to send a message to that contact.

- On the Subs page, use Message All or Message All Subs to send a message to contractors.
• When on the Compliance Audit Summary or Compliance Audit FY tabs, you can click the contact’s name to send a message to that contact.

To send a message

1. If necessary, open the contract from which you want to send a message.
2. Navigate to one of the tabs or pages listed above.
3. Depending on the page you accessed, click the contact’s name, the Message All button, or the Message All Subs button.
4. In the **Message** field, enter the message, and then click **Review/Next**.

![Messaging: Send Message](image)

**WARNING:** Sent messages cannot be deleted or recalled.

**Managing contract reviews**

On the **Contract Management: Reviews** page, you can view all of the reviews associated with the contract, if any.

![Contract Management: Reviews](image)
Managing site visit reports

On the Contract Management: Site Visits page, you can add details about a site visit and view and edit the details for existing site visits.

To create a site visit report

1. If necessary, open the contract for which you want to add a site visit.
2. Click Add Site Visit.
3. In the **Site Visit Conducted** area, specify whether the site visit was completed.

4. To specify details about a site visit, complete the following:
   - **Site Visit Date**: Use the calendar selector to specify the date on which the site visit occurred.
   - **Person Conducting Site Visit**: Enter the name of the person who conducted the site visit.
   - **Location(s)**: Enter location details.
   - **Attach File(s)**: Use to attach documents, as necessary.
   - **Comments 1, 2, 3**: Enter additional comments, as necessary.

5. Click **Review**.
6. Click **Save**.
Running reports

On the **Contract Management: Report List** page, a list of reports you can generate for this contract displays. You can run the report by clicking a report title.
Closing contracts

On the Contract Management: Close Contract page, you can view contract details in preparation for closing a contract. If the payments have been reported and confirmed, and the contract is complete, you can use the fields to close the contract.
When a contract is complete, it must be closed. A CCO can close a contract when necessary. Additionally, prime contractors can indicate on their audits that it is time for closeout. On the Dashboard, there is a row for Closeouts and Final Audits. Click the number to view the contracts for which a prime contractor indicated a final audit.

**Contract Audits**

<table>
<thead>
<tr>
<th></th>
<th>Last 30 days</th>
<th>Last 3 months</th>
<th>Last 12 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Audits</td>
<td>3</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Incomplete Audits »</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Closeouts/Final »</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**TIP:** A incomplete compliance audits must be cleared, along with any discrepancies, before a contract can be closed.

### To close a contract

1. If necessary, locate and open the contract.
2. On the **Contract Management** page, click the **Closeout** tab.
3. Click **Close Out Contract**.
4. Click **OK** to confirm you want to close the contract.

### Printing contract close letters

You can send Contract Close Letters to request verification from vendors or to notify parties that the contract was closed.

### To generate a single letter

1. If necessary, locate and open the contract.
2. On the **Contract Management** page, click the **Closeout** tab.
3. Click the **Print Letter** hyperlink.
4. Review and edit information, if necessary.
5. Click **Print Letter** for the template you want to use.

### To generate all letters

1. If necessary, locate and open the contract.
2. On the **Contract Management** page, click the **Closeout** tab.
3. Click **Print All Subcontractor Close Out Letters**.

4. Click **OK** to confirm you want to print all letters.
5. Click **Print Letters** for the template you want to use.

---

**NOTE:** If you generate multiple letters at once, you cannot edit the data for an individual letter.
Sample Contract Close Letter

September 19, 2006

Marcus Tamez
Standard Concrete Materials, Inc.
5710 West 5th Street, Suite A
Houston, TX 77002

Bill White

Office of the Mayor
City of Houston

The Affirmative Action and Contract Compliance Division’s Contract Compliance Section monitors M/WBE participation on all City of Houston’s projects with M/WBE goals.

To assist our office in the monitoring process, please provide the information requested below and return this letter to the above address. If you do not respond within five (5) days, we will accept the amount reported by your Prime contractor as the correct amount paid to your firm.

- Contract Number: 4600004501
- Prime Contractor: P M Construction & Rehabilitation, L.P.

Dear Marcus Tamez,

The Affirmative Action and Contract Compliance Division’s Contract Compliance Section monitors M/WBE participation on all City of Houston’s projects with M/WBE goals.

To assist our office in the monitoring process, please provide the information requested below and return this letter to the above address. If you do not respond within five (5) days, we will accept the amount reported by your Prime contractor as the correct amount paid to your firm.

- The amount reported by P M Construction & Rehabilitation, L.P., through the month of September 2006 (FINAL) is $14,128.56.
- Please state the amount you have been paid as of today’s date: $__________
- Does the prime contractor owe your firm more? Yes _______ No _______
- If this is your final payment, please indicate whether your firm was paid in full: _______
- Is your prime contractor currently withholding retention? Yes _______ No _______
- How much retention is being withheld: $__________
- What do you expect to receive it: _______

Zonia Davis
Contract Compliance Officer

Please review, sign and fax (713) 837-9557 or send this final report back to me as soon as possible to close this project in a timely manner. If you have any questions or need assistance in this matter, please contact my office at 713-837-9804 or zonia.davis@cityofhouston.net.
Contract Compliance Payment Auditing

Understanding the audit process

After a contract has been created and your organization begins making payments to the prime contractor, the contract is ready for auditing. Contract settings determine whether audits are generated monthly, per payment, or on demand. The following image represents the audit process.

On the Compliance Audit Summary tab, you can view contract progress to date. The summary compares the awarded amounts to the actual payments. If the prime contractor meets or exceeds the contract goal, the progress bar is green. If the prime contractor misses the goal, the progress bar is red.
Viewing the Audit History

On the **Contract Management: Audit History** page, you can view all of the contract’s compliance audits. You can also view the status for each audit, as well as the summary payment information for the prime contractor and subcontractors. Access additional payment information by clicking the hyperlink for the audit period.

In the Audit History area, items marked in red indicate that information is incomplete or there are discrepancies. The following audit summary displays the payment information for a specific time period.

**To view audit history**

1. If necessary, locate and open the contract.
2. From the **Contract Management** page, click the **Compliance Audit List** tab.
Viewing the Audit Summary

On the **Contract Audit: Audit Summary for Total Contract** page, you can view the total payments your organization paid to the prime contractor and the reported payments the prime contractor paid to the subcontractors. Based upon the status of each vendor, the contract goal(s) and actual participation rate(s) are compared in real-time. Certification information displays from the Certified Directory.

---

**Contract Audit: Audit Summary for Total Contract**

<table>
<thead>
<tr>
<th>Prime Contract</th>
<th>Current Award</th>
<th>Award Percent</th>
<th>Payments</th>
<th>Payment Percent</th>
<th>Difference (Payments - Award)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prime Contract</td>
<td>$30,000.00</td>
<td>0.0%</td>
<td>$10,000.00</td>
<td>12.50%</td>
<td>12.50% above goal</td>
</tr>
<tr>
<td>For Credit</td>
<td>$0.00</td>
<td>0.00%</td>
<td>$1,250.00</td>
<td>12.50%</td>
<td>Goal matched</td>
</tr>
<tr>
<td>For Credit to DIS Goal</td>
<td>$0.00</td>
<td>0.00%</td>
<td>$0.00</td>
<td>0.00%</td>
<td>Goal matched</td>
</tr>
<tr>
<td>For Credit to MSE Goal</td>
<td>$0.00</td>
<td>0.00%</td>
<td>$1,250.00</td>
<td>12.50%</td>
<td>Goal matched</td>
</tr>
<tr>
<td>For Credit to SSE Goal</td>
<td>$0.00</td>
<td>0.00%</td>
<td>$0.00</td>
<td>0.00%</td>
<td>Goal matched</td>
</tr>
<tr>
<td>For Credit to WBE Goal</td>
<td>$0.00</td>
<td>0.00%</td>
<td>$0.00</td>
<td>0.00%</td>
<td>Goal matched</td>
</tr>
</tbody>
</table>

**Contract Progress**

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

**Prime Contractor - Total Contract**

<table>
<thead>
<tr>
<th>Prime Contractor</th>
<th>Cert</th>
<th>Inc. in Goal</th>
<th>Contracted Percent</th>
<th>Actual Percent</th>
<th>Prime’s Share of Payments</th>
<th>Actual Payments To Prime</th>
</tr>
</thead>
<tbody>
<tr>
<td>B2Gnow Test Vendor</td>
<td>No</td>
<td>No</td>
<td>83.00%</td>
<td>87.00%</td>
<td>$8,730.00</td>
<td>$10,000.00</td>
</tr>
</tbody>
</table>

Click prime name to view payment history for this contract. Click contact person’s name to send them a message.

**Subcontractors - Total Contract**

<table>
<thead>
<tr>
<th>Subcontractor</th>
<th>Cert</th>
<th>Type</th>
<th>Inc. in Goal</th>
<th>Contracted Percent</th>
<th>Actual Percent</th>
<th>Actual Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub Firm</td>
<td>Yes</td>
<td>Sub</td>
<td>100%</td>
<td>15.00%</td>
<td>12.50%</td>
<td>$12,500.00</td>
</tr>
</tbody>
</table>

Click subcontractor name to view payment history for this contract. Click contact person’s name to send them a message.
If a prime contractor is not meeting the project’s diversity goals, as listed in the Contract Settings area of the Contract: View page, the audit summary shows the payments made to subcontractors as “below goal.” You can generate and send a letter to the prime contractor, notifying the contractor of the goals and expectations for the contract.

To view an audit summary

1. If necessary, locate and open the contract.
2. On the Contract Management page, click the Compliance Audit Summary tab.
Viewing the Fiscal Year Audit Summary

On the **Contract Audit: Fiscal Year Audit Summary** page, you can view an audit summary for the contract’s fiscal year, including payments made towards subcontractors for meeting the goals set forth in the contract.

To view a fiscal year audit summary

1. If necessary, locate and open the contract.
2. On the **Contract Management** page, click the **Compliance Audit FY** tab.
3. If the contract spans multiple fiscal years, you can navigate to other years by clicking the View Previous Fiscal Year or View Next Fiscal Year Audit buttons.

Managing Compliance Audits

To view a compliance audit

1. On the Contract Management: Audit History page, click the View Audit hyperlink for the period for which you want to view payment information.
2. To view the previous or next audit, click one of the buttons to advance to the previous or next pages.
Adding a missing audit

Depending upon the module configuration, you may need to manually add an audit. You must add the audit before you can add payment information.

To add an audit

1. On the **Contract Management: Audit History** page, click the **Add Audit** hyperlink for the period for which you want to add audit information.

2. Click **OK** to verify you want to add the audit.

3. Specify whether you want to notify the prime contractor that you are adding an audit.

**NOTE:** If you click **OK**, the prime contractor receives an email notification instructing them to report the subcontractor payments. If you click **Cancel**, the prime contractor will not receive a notification, but the audit will be created.
Entering prime and sub contractor payment information

After adding a missing audit, you can enter payment data for the contract’s prime and sub contractors. If your prime payment data is imported from your financial system, you do not need to manually enter it.

You can also edit payment information.

**NOTE:** If your payment data is imported, you receive a warning alert if you try to edit the prime contractor payment. You may continue, but you should determine why the payment amount is incorrect or missing before making any changes.

To add (or edit) prime contractor payment information

1. On the **Contract Management: Audit History** page, click the **View Audit** hyperlink for the period for which you want to add payment information.
2. The Contract Audit: Audit Summary page displays for the selected audit period.
3. In the **Payment to Prime** area, click the **Submit** hyperlink.

**NOTE:** If prime payment information has already been imported from an external financial system, the link will be **Edit**.
3. In the **Amount** field, enter the payment information.

![Audit Information](image)

4. In the **Comments** field, enter information about the payment.
5. Click **Save**.
6. Click **OK** to confirm you want to add the payment.

**To add subcontractor payment information**

1. On the **Contract Audit: Audit Summary** page, in the **Subcontractors** area, click the **Edit** hyperlink.
2. In the **Amount PAID** field, enter the payment information.

![Audit Information](image)

3. From the **Payment Date** calendar, select the date on which the payment was made.
4. Click **Review**.
5. If the information is correct, click **Save**.

Once each subcontractor has confirmed the payment, the audit is complete.

**NOTE:** In most cases, the prime contractor will report its subcontractor payments. The CCO needs to add or update subcontractor payments only if the prime is unable to do so.

**Resolving a discrepancy**

If a prime contractor and subcontractor disagree on an amount paid, the system creates a discrepancy. The system sends an email message to the vendors to notify them of the issue and request they self-resolve the discrepancy. If they are unable to resolve the discrepancy, the Contract Compliance Officer (CCO) may be required to take action.

To view the discrepancy, you access the Discrepancy Resolution screen, which displays contact information for the CCO, the prime, and the subcontractor. It is the vendor’s responsibility to contact the CCO for assistance in resolving the discrepancy. The comments from the prime and the subcontractor are visible on this page. Timing of the billing cycle and payment reporting are the two most common causes of discrepancies.

When both parties agree to a resolution, they can complete the process themselves, or the CCO can finish the discrepancy resolution by clicking Resolve Discrepancy and then completing the form.
Your Dashboard displays total discrepancies.

<table>
<thead>
<tr>
<th>Contract Audits</th>
<th>Last 30 days</th>
<th>Last 3 months</th>
<th>Last 12 months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Audits</td>
<td>3</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Incomplete Audits »</td>
<td>2</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Discrepancies »</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Click any number to view the list of discrepancies.

To access a discrepancy

1. On the Diversity User Control Panel: Contract Audits page, in the Audit Period column, click the hyperlink for the time period you want to view.
   The Contract Audit: Audit Summary page displays for the specified time period.
2. In the Subcontractors box, click either Resolve link.
3. Review the information and work with the parties to determine and resolve the situation.

4. When the final data is complete, click Resolve Discrepancy.

5. In the Discrepancy Resolved area, select an option, and if necessary, enter the final amount.
6. To include comments or files, enter or attach them, as needed.

![Image of resolution options]

7. Click **Save Response**.
8. Click **OK** to confirm you want to save the resolution information.

**Audit management**

There are four buttons on the contract audits that you can use to maintain your contract audits.

- **Mark Remaining Prime Entries as Zero** – Indicates the prime contractor has not made any subcontractor payments or the remaining incomplete audit lines are $0. Click the button to complete the audit lines with $0.

- **Mark Unconfirmed Sub Entries as Confirmed** – Indicates one or more subcontractors have not confirmed their payments. This button confirms all incomplete audit lines. If a subcontractor has completed work, edit the subcontractor record to indicate that the final payment was received. The subcontractor will not be included in future audits.

- **Submit All Incomplete Records** – Allows you to bulk enter subcontractor payments. You can only use this function the first time a subcontractor payment is recorded. Payment edits must be done individually.

- **Extend Reporting Deadline by Two Weeks From Today** – Extends the reporting deadline by two weeks. The prime contractor can enter payments and the subcontractors can confirm payments. The reporting time period varies depending on your organization’s preference and is usually 15 to 90 days.
Extending a reporting deadline

When audit data becomes available for reporting, both prime contractors and subcontractors have a set amount of time to respond before the audit closes. The time period varies depending on your organization’s preference and is usually 15 to 90 days. There are times when vendors will miss the reporting deadline or need to correct amounts they reported in previous months. Depending on your access rights, you can extend the reporting deadline in two week intervals to allow vendors to report their payments.

To extend the reporting period for one audit period

1. If necessary, locate and open the contract.
2. On the Contract Management page, click the Compliance Audit List tab.
3. Click the View Audit hyperlink for the time period you want to extend.
4. Click Extend Reporting Deadline By Two Weeks From Today.
5. Click OK.

To extend the reporting period for all audits on the contract

1. If necessary, locate and open the contract.
2. On the Contract Management page, click the Compliance Audit List tab.
3. Click Extend Reporting Deadline By Two Weeks From Today.
4. Click OK.
**B2Gnow Data Import Process**

If your organization’s implementation includes an automated contract data interface with your financial system or project management system, data is imported on a regular basis into B2Gnow. However, external systems typically contain only a few data fields relevant to the contract compliance process, and it is necessary for staff to review and update the imported data.

**NOTE:** During the import process, the B2Gnow system will not overwrite any data that was manually entered or updated.

Data comes into B2Gnow from a wide range of systems in varied formats. The records must first be processed through a filter to ensure that they are correctly and consistently structured for the B2Gnow Import Engine.

Records are validated for required fields, data format, and field length, and they are rejected for a number of reasons. Once a contract or vendor record is added to the system, it is assumed that it is then controlled by a user and no further updates will be made to that record, except to flag specific changes relevant to the contract compliance process.

**NOTE:** Corrections to rejected data imported from an external system should be made in the source system to ensure that future data imports do not contain the same errors.
Importing Prime Contractors

The first step of importing a contract header is to add the prime contractor record to the database. The vendor record may already exist due to a prior import or manual entry; otherwise it must be added from the data file. If a prime contractor import record is rejected, the associated contract header record will also be rejected and not loaded until the prime record is corrected and imported.

Reasons for rejection

- Missing company name
- Missing contact information (email/fax)
- Missing contact person
- Missing FEIN
- Missing financial system vendor number
- Mismatched data with an existing record
- Same company with multiple duplicate records in external system

Correcting rejected prime contractors

If a prime contractor record is rejected, action must be taken to correct the data. The correction can be made in B2Gnow, the vendor record can be added manually, or the correction can be made in the external system and resubmitted in the next data file.

To correct the prime contractor data

1. From the Tools menu, open the Data Management sub-menu, and then click Vendors.
2. Adjust the Date Imported Range, and then click Update Statistics. The Import Statistics box summarizes the results of data import.

3. To view and correct rejected records, click View Rejected Records. If no link is visible, no records need correction. The Imported Records List displays the relevant records.
4. Adjust the **Date Imported Range**, resort the list, or change the filters to refine the list.

Data Management: Imported Records List

5. To view a record, click **View**.
   The view page displays the entire vendor record and lists all errors with required and optional fields. Review the errors closely.

Data Management: Vendor Record View
6. Click **Edit Record & Resubmit** to correct the record. The list of errors is repeated for reference, followed by editable fields for every field on the vendor record.
7. Correct the data and click **Resubmit Record**.
The record is validated and imported during the next hourly import cycle.

**NOTE:** If a rejected record is edited, care must be taken to resubmit the record with correct data.
The system limits the entry of invalid data; however, organization-specific fields may require certain data formats that are not verified on screen. Invalid data could cause the record to be rejected again.

Some rejected records may not need to be addressed. Delete these records from the list to remove them from the rejected status count.

**Vendor matching process**

The vendor record in the data file is compared to the full vendor database using all available fields. A sophisticated algorithm compares the information, determines the possible matches, and scores the quality of each match. Certain fields, such as FEIN and financial system vendor number, result in very high scores. Matches on other fields, including email, phone, fax, business name, and address, result in low scores. A combination of low scoring fields, such as email, fax, and business name matched at the same time can generate a higher aggregate score. If a certain score threshold is reached, then the system has determined that the company is already in the database.

When a match is made, certain organization-specific fields are updated. However, general business and contact information, including business name, phone, fax, email, contact person, and address are **not** updated as this can potentially overwrite data that vendors or staff are updating themselves in the system.

If a match is not made and the vendor is new, it is added to the database.
Importing contract headers

The second step of importing a contract header is to add the contract record to the database. The contract record may already exist due to a prior import or manual entry. If not, it is added from the data file. Like the prime contractor record, the contract header record is assessed and can be rejected for certain data issues.

Reasons for rejection

- No contract title
- No start date
- No end date
- No value
- Prime contractor not in the system or could not be matched

Correcting rejected contract headers

If a contract header record is rejected, action must be taken to correct the data. The correction can be made in B2Gnow. The contract record can be added manually, or the correction can be made in the external system and resubmitted in the next data file.

To correct a contract header

1. From the Tools menu, open the Data Management sub-menu, and then click Contracts.
2. Adjust the Date Imported Range, and then click Update Statistics.
   The Import Statistics area summarizes the results of data import.

3. To view and correct records, click any of the links. If no link is visible, no records need correction.
   The Imported Records List displays the relevant records.
4. Adjust the **Date Imported Range**, sort the list, or change the filters to refine the list.

5. To view a record, click **View**.
   The view page displays the entire contract header record and lists all errors with required and optional fields. Review the errors closely.
6. Click **Edit Record & Resubmit** to correct the record. The list of errors is repeated for reference, followed by editable fields for every field on the vendor record.

7. Correct the data and click **Resubmit Record**. The record is validated and imported during the next hourly import cycle.

**NOTE:** If a rejected record is edited, care must be taken to resubmit the record with correct data. The system limits the entry of invalid data; however, organization-specific fields may require certain data formats that are not verified on screen. Invalid data could cause the record to be rejected again.

Some rejected records may not need to be addressed. Delete these records from the list to remove them from the rejected status count.
Contract matching process

The contract header record is matched to the contract database on a single field: contract number. If a match is not found, the contract is added to the system and marked as a “new record”. During processing, the contract header record is matched with the previously imported prime contractor record.

The fields present on a contract header are a small fraction of the data that is critical to the contract compliance process. It is important, therefore, to review the imported record and complete the “lock-in” process. This involves opening the record, correcting erroneous information, and adding any additional parameters that are relevant to the contract compliance process.

If a match is found, the algorithm determines if a critical change has been made to the contract header and updates the system accordingly. Critical changes to the contract header are changes in value and/or end date.

If the value of the contract has changed, it is likely due to a change order or amendment to the contract. The contract in the system will be flagged and the new value marked on the record, which may be more or less than the original value. The actual value on the contract will not be changed as the adjustment may involve other changes that are not detailed in the contract header data feed and must be manually addressed. Contract value changes are usually accompanied by a modification to the subcontractor utilization plan, which must be addressed on a case-by-case basis.

In addition, the end date may be adjusted due to the circumstances of the contract. This change may be associated with a value change.

On a regular basis, the Contract Compliance Officer (CCO) must review all new contracts, value change alerts, end date change alerts, and rejected records. All actions should be taken prior to the next loading of data to ensure that changes to records are done in a consistent manner.

NOTE: Once a contract record has been added to the system, future copies of that contract in the data feed are used only to assess value and end date changes. No other fields are assessed or updated. Furthermore, the import process never automatically updates any fields; changes are flagged for review by the CCO.
Locking in new contract records

New contract records in the system must be “locked in” before they can accept contract payments.

To view all new records

1. From the View menu, click Contracts.
2. From the Actions list, select New Contract.

To lock in a new record

1. Click the contract title to view the record.
   The second box displays all contract alerts in red. If the contract is a new record, the alert “Contract record is new and must be reviewed for accuracy” will be listed.
2. Click review contract.
   An alert displays to provide instructional information.
3. Click OK.
   The contract edit page displays with the contract header data from the import auto-filled into the fields. Many fields will be blank or zero.
4. Review the entire record and update as needed. When finished, click **Review** at the bottom of the page.

5. When reviewing the data, do the following:
   - Verify contract title/description
   - Verify value of contract
   - Verify prime contractor
   - Verify (and change, if necessary) the buyer/project manager
   - Assign to a contract compliance officer
   - Add contract goals
   - Add funding sources and amount (important for DBE FTA/FAA/FHWA funded projects)
   - Verify audit settings
   - Add notes
   - Select/enter values for organization-specific fields
   - Attach electronic documentation

6. Review the record on the next page.

7. To make changes, click **Edit**.

8. To save the record, click **Save**.

**Adding subcontractors**

If the contract has certified or non-certified subcontractors, add them from the Subs tab. Subcontractors should be added before auditing commences. Refer to **Adding a subcontractor to a contract** for instructions.

**Missing contact information for prime contractor**

Sometimes the prime contractor record provided by the external system does not have contact information. To communicate with the prime contractor regarding contract compliance audits, the system *must* have a valid email (or fax, if fax service is selected) for the point of contact. If no contact information is found, an alert displays on the Contract Summary page.

![Contract Alerts](image)

**To update prime contractor contact information**

1. Click the **edit** link in the alert.
   The user edit page displays.

2. Complete the missing contact information and click **Save Changes**.
To view all contractors that are missing critical contact information, run the report: **Contracts Import - Contractors Missing Contact Information**. This report will list all contractors with current contact information for the assigned point of contact, the notification method selected, and the instructions to update the vendor account.

<table>
<thead>
<tr>
<th>Business Name</th>
<th>Number of Contract Assigned</th>
<th>First Name</th>
<th>Last Name</th>
<th>Phone</th>
<th>Fax</th>
<th>Email</th>
<th>Notification Method</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: NATION TECHNOLOGY</td>
<td>1</td>
<td>LARRY</td>
<td>SMITH</td>
<td>713-666-1897</td>
<td>713-666-6489</td>
<td>Fax only</td>
<td>Add email address and change notification method; update contact name</td>
<td></td>
</tr>
<tr>
<td>1: Crime/CTIS, Inc.</td>
<td>1</td>
<td>Contact</td>
<td>Person</td>
<td>972-574-8008</td>
<td>None</td>
<td>None</td>
<td>Add email address and change notification method; update contact name</td>
<td></td>
</tr>
<tr>
<td>3H Sign Systems</td>
<td>2</td>
<td>Contact</td>
<td>Person</td>
<td>None</td>
<td>None</td>
<td>Add email address and change notification method; update contact name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3V Kwame JV</td>
<td>7</td>
<td>Bill</td>
<td>Dendy</td>
<td>214-221-0975</td>
<td>214-221-0975</td>
<td>Fax only</td>
<td>Add email address and change notification method</td>
<td></td>
</tr>
<tr>
<td>3M COMPANY, INC</td>
<td>1</td>
<td>SANDY</td>
<td>WHITBRED</td>
<td>800-555-1380</td>
<td>None</td>
<td>None</td>
<td>Add email address and change notification method; update contact name</td>
<td></td>
</tr>
<tr>
<td>4 Imprint</td>
<td>1</td>
<td>Contact</td>
<td>Person</td>
<td>None</td>
<td>None</td>
<td>Add email address and change notification method; update contact name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A &amp; A Enterprises</td>
<td>1</td>
<td>Contact</td>
<td>Person</td>
<td>972-574-8008</td>
<td>None</td>
<td>None</td>
<td>Add email address and change notification method; update contact name</td>
<td></td>
</tr>
<tr>
<td>A &amp; A Industrial Supply</td>
<td>1</td>
<td>Contact</td>
<td>Person</td>
<td>972-574-8008</td>
<td>None</td>
<td>None</td>
<td>Add email address and change notification method; update contact name</td>
<td></td>
</tr>
<tr>
<td>A &amp; B Fire Protection</td>
<td>1</td>
<td>Contact</td>
<td>Person</td>
<td>972-574-8008</td>
<td>None</td>
<td>None</td>
<td>Add email address and change notification method; update contact name</td>
<td></td>
</tr>
<tr>
<td>A &amp; E Utilities</td>
<td>2</td>
<td>Contact</td>
<td>Person</td>
<td>972-574-8008</td>
<td>None</td>
<td>None</td>
<td>Add email address and change notification method; update contact name</td>
<td></td>
</tr>
</tbody>
</table>

**Working with Certified, self-performing prime contractors**

If a prime contractor is certified and will be counted towards the goal, the contract must be updated to reflect this status. For instructions, refer to **Certified, self-performing prime contractors** earlier in this chapter.
Editing records flagged with new values

The value of a contract is regularly adjusted up or down through change orders and amendments as the scope of the project changes. If the system detects a value change, the contract record is flagged for review. The original value will not be automatically updated as there are many reasons for the change and a manual review may be required.

To view all contracts with new values

1. From the View menu, click Contracts.
2. From the Status list, select New Value.

To review and update a contract value change

1. Click the contract title. The second box displays all contract alerts in red. The old and new contract values display.
2. Research the change with the contracting department.
3. If the value change is a mistake, click deactivate alert. If the external system is not corrected, future imports may trigger the new value flag again.
4. If the value change is correct, click update value.
5. Complete the amendment/change order form and save the record to update the contract value. This process also accounts for changes in the subcontractor utilization plan. Refer to Submitting an Amendment/Change Order for instructions.

NOTE: Do not edit the contract to change the value, except in cases where the value on the record is incorrect. The amendment/change order process captures important changes to the subcontractor utilization plan.

Editing records flagged with new end dates

The end date of a contract is often adjusted to reflect change orders and amendments as the scope of the project changes. If the system detects a value change, the contract record is flagged for review. The original value will not be automatically updated as there are many reasons for the change and a manual review may be required.

To view all contracts with new end dates

1. From the View menu, click Contracts.
2. From the Status list, select New End Date.

To review and update a contract end date

1. Click the contract title.
   The second box displays all contract alerts in red. The old and new end dates display.

2. Research the change with the contracting department.
3. If the value change is a mistake, click deactivate alert. If the external system is not corrected, future imports may trigger the new end date flag again.
4. If the end date change is correct, click update end date.
5. Complete the **Extend/Shorten Contract** form and save the record to update the contract end date.

![Image of Extend/Shorten Contract form]

**NOTE:** Do not edit the contract to change the end date, except in cases where the end date on the record is incorrect.

### Processing contract value and end date changes

It is common that an amendment/change order involves both a contract value and end date change. In this situation, process both changes separately until all alerts on the records are cleared.

### Multiple Record Updates

If changes to contracts are not reviewed and updated before the next import file is received, it is possible that another change made to the contract will be received in the next import. The system continues to use the original contract value and end date as the baseline comparison data, but it only retains the most recent import update. For example,

<table>
<thead>
<tr>
<th></th>
<th>Import Data</th>
<th>System Value</th>
<th>Alert Flagged</th>
<th>Alert Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original import and record lock-in</td>
<td>$1,000,000</td>
<td>$1,000,000</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>First update import file</td>
<td>$1,100,000</td>
<td>$1,000,000</td>
<td>Yes</td>
<td>$1,100,000</td>
</tr>
<tr>
<td>Second update import file</td>
<td>$1,200,000</td>
<td>$1,000,000</td>
<td>Yes</td>
<td>$1,200,000</td>
</tr>
<tr>
<td>Contract change order submitted</td>
<td>$1,200,000</td>
<td>$1,200,000</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
In the example, the flagged alert from the first update import file is not processed before the second file is received. Once the second import file is received, the record will be re-flagged and a new value of $1,200,000 noted. The $1,100,000 value will no longer be available in the database or visible on the screen.

In this situation, there are two options. The first is to submit a single amendment/change order that captures the entire value of all changes. The second is to submit an amendment/change order for each actual change. In either case, care must be taken to accurately reflect the actual subcontractor utilization plan after all changes are saved. In some implementations, a series of contract files will be loaded, resulting in multiple changes made on a contract record. Typically, a single amendment/change order will suffice to catch-up the record to the go-live point.

**Viewing summary reports**

To provide a snapshot of all contracts that require review, a summary report is available. The report, **Contracts Import - Imported Records for Processing**, will provide:

1. New contracts that require review and “lock-in”.

2. Contracts that have been flagged with a value change.

3. Contracts that have been flagged with an end date change.

---

In summary, the flagged alert from the first update import file is not processed before the second file is received. Once the second import file is received, the record will be re-flagged and a new value of $1,200,000 noted. The $1,100,000 value will no longer be available in the database or visible on the screen.

In this situation, there are two options. The first is to submit a single amendment/change order that captures the entire value of all changes. The second is to submit an amendment/change order for each actual change. In either case, care must be taken to accurately reflect the actual subcontractor utilization plan after all changes are saved. In some implementations, a series of contract files will be loaded, resulting in multiple changes made on a contract record. Typically, a single amendment/change order will suffice to catch-up the record to the go-live point.
4. Contracts that were rejected during the import process.

<table>
<thead>
<tr>
<th>Contract Number</th>
<th>Description</th>
<th>Prime Contractor</th>
<th>Contract Value</th>
<th>Start Date</th>
<th>End Date</th>
<th>Rejected Date</th>
<th>Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>46000004900</td>
<td>Disposable Bags VALUE MASKS</td>
<td></td>
<td>$20,000.00</td>
<td>10/1/2006</td>
<td>12/15/2008</td>
<td>5/27/2008</td>
<td>Prime contractor not found.</td>
</tr>
<tr>
<td>46000005159</td>
<td>MAINTENANCE SERVICE FOR GENERATOR</td>
<td>E.M.R. Inc.</td>
<td>$100,000.00</td>
<td>9/30/2008</td>
<td>5/27/2008</td>
<td>No start date.</td>
<td></td>
</tr>
<tr>
<td>46000006258</td>
<td>INDUSTRIAL GASOLINE &amp; DIESEL ENGINE</td>
<td></td>
<td>$260,000.00</td>
<td>10/1/2007</td>
<td>9/30/2008</td>
<td>5/27/2008</td>
<td>Prime contractor not found.</td>
</tr>
<tr>
<td>46000006400</td>
<td>The Housing Neighborhood Service Department's Housing Program</td>
<td>TESCO Inc.</td>
<td></td>
<td>10/10/2007</td>
<td>10/31/2008</td>
<td>5/27/2008</td>
<td>No contract value.</td>
</tr>
</tbody>
</table>

**Imported contract payments**

One of the biggest positive impacts on organization efficiency is B2Gnow’s ability to update contract payments. Periodic import of payment data eliminates the need for staff to manually update records. B2Gnow automatically handles all aspects of contract compliance audit creation and payment update. Contract payments go through a validation and import process similar to the contract data feed, and records can be rejected for certain issues.

**Reasons for rejection**

- No payment date
- No payment amount
- No contract number

**Editing rejected contract payments**

If a contract payment is rejected, action must be taken to correct the data. The correction can be made in B2Gnow, the payment record can be added manually, or the correction can be made in the external system and resubmitted in the next data file.

**To edit a rejected contract payment**

1. From the **Tools** menu, click **Data Management**, and then click **Contract Payments**.
2. Adjust the **Date Imported Range** and click **Update Statistics**. The Import Statistics area summarizes the results of data import.

![Data Management: Imported Contract Payments](image)

3. To view and correct records, click any of the links. If no link is visible, no records need correction. The Imported Records List displays the relevant records.

4. Adjust the **Date Imported Range**, resort the list, or change the filters to refine the list.

![Data Management: Imported Contract Payments Record List](image)
To view a record, click **View**. The view page displays the entire vendor record and lists all errors with required and optional fields. Review the errors closely.
6. Click **Edit Record & Resubmit** to correct the record.
   The list of errors are repeated for reference, followed by editable fields for every field on the vendor record.

<table>
<thead>
<tr>
<th>Record Summary</th>
</tr>
</thead>
</table>
| Record Status | Payment record verified successfully, but not imported yet. Either the contract is not present in the system, the audit is already locked for the timeframe, or the contract is closed.

<table>
<thead>
<tr>
<th>Upload Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upload Time</td>
</tr>
<tr>
<td>Original Processing Date</td>
</tr>
<tr>
<td>Original Date Created</td>
</tr>
<tr>
<td>Original Date Verified</td>
</tr>
<tr>
<td>Original Date System: 11/13/2008 3:05:10 PM CST</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Invoked</td>
</tr>
<tr>
<td>Date Received</td>
</tr>
<tr>
<td>Date Approved</td>
</tr>
<tr>
<td>Fiscal Year</td>
</tr>
<tr>
<td>Fiscal Quarter</td>
</tr>
<tr>
<td>Fiscal Month</td>
</tr>
<tr>
<td>Record Action</td>
</tr>
<tr>
<td>Line Action</td>
</tr>
<tr>
<td>Account Code</td>
</tr>
<tr>
<td>Invoice Number</td>
</tr>
<tr>
<td>Invoice Line Number</td>
</tr>
</tbody>
</table>

7. Correct the data and click **Resubmit Record**.
   The record will be validated and imported during the next hourly import cycle.

<table>
<thead>
<tr>
<th>Payment Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Number</td>
</tr>
<tr>
<td>Payment Line Number</td>
</tr>
<tr>
<td>Contract Number</td>
</tr>
<tr>
<td>Purchase Order Number</td>
</tr>
<tr>
<td>Payment Amount ($)</td>
</tr>
<tr>
<td>Date Invoked</td>
</tr>
<tr>
<td>Date Received</td>
</tr>
</tbody>
</table>

**NOTE:** If a rejected record is edited, care must be taken to resubmit the record with correct data. The system limits the entry of invalid data; however, organization-specific fields may require certain data formats that are not verified on screen. Invalid data could cause the record to be rejected again.
Some rejected records may not need to be addressed. Delete these records from the list to remove them from the rejected status count.

**Contract payment matching process**

Validated contract payments are matched to their contracts using the contract number on both records. If the contract header is missing a contract number or there is a discrepancy between the contract number on the contract header and payment record, the payment will not be matched.

**Contract compliance audits**

If payments are provided for a time period that does not have an existing contract compliance audit in the system, a new audit record is created. This process continues as long as the contract is open. Upon contract close, no further audits are created.

**NOTE:** Audits are not automatically created on a contract when:
- the contract is new and has not yet been “locked-in”
- the contract has been closed and is no longer accepting audit data

**Handling payment detail and multiple payments**

Once a match has been made with an existing contract and the import process has confirmed that an audit exists, the payment data is added to the audit record.

**Monthly Audit Period**

If a contract is configured for a monthly audit period, all payments during the month are aggregated and added to the audit as a single number. The payment detail is included as part of the record. In the example, three payments were made on the contract during the month. The audit is updated with a total paid amount of $45,599.86, and the three payments are added to the detail record. The final date of payment is noted on the audit as March 28.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment #1</td>
<td>$7,196.95</td>
<td>March 21</td>
</tr>
<tr>
<td>Payment #2</td>
<td>$1,079.51</td>
<td>March 25</td>
</tr>
<tr>
<td>Payment #3</td>
<td>$37,323.60</td>
<td>March 28</td>
</tr>
<tr>
<td><strong>Total for Audit</strong></td>
<td><strong>$45,599.86</strong></td>
<td><strong>March 28</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Financial System Data</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Paid</td>
<td>Amount</td>
<td>Payment Number</td>
<td>PO Number</td>
<td>Invoice Number</td>
<td>Date Invoiced</td>
<td>Date Received</td>
<td>Date Approved</td>
<td></td>
</tr>
<tr>
<td><strong>Total Paid</strong></td>
<td><strong>$45,599.86</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Per Payment Audit Period

If a contract is configured to audit each payment, an audit is created for every payment regardless of the value. In this circumstance, the example above would instead generate three contract compliance audits, each on its own date with an amount matching the payment.

<table>
<thead>
<tr>
<th>Payment</th>
<th>Amount</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>$7,196.75</td>
<td>March 21</td>
</tr>
<tr>
<td>Total for Audit #1</td>
<td>$7,196.75</td>
<td>March 21</td>
</tr>
<tr>
<td>#2</td>
<td>$1,079.51</td>
<td>March 25</td>
</tr>
<tr>
<td>Total for Audit #2</td>
<td>$1,079.51</td>
<td>March 25</td>
</tr>
<tr>
<td>#3</td>
<td>$37,323.60</td>
<td>March 28</td>
</tr>
<tr>
<td>Total for Audit #3</td>
<td>$37,323.60</td>
<td>March 28</td>
</tr>
</tbody>
</table>

Ignored contract payments

Once payment information has been added to a contract compliance audit, no further automated updates to that audit will be accepted by the system. Further payments for that time period are ignored. If a payment is added manually to an audit prior to the automated import of payment data, the manual addition will lock out the imported data.

If a contract is closed, new payments are ignored. Therefore, it is important to close a contract only when all expected payments have been reported. If there is a payment after the close date, it is necessary to manually update the record.

Using the Payments Not Imported report

To provide a snapshot of all payments that were not imported, run the Contracts Import - Contract Payments Not Imported report. It details total payments against each contract not imported due to:

- Missing contracts
- Already locked audits
- Closed contracts

If further payments are received but not imported, the amounts are incremented automatically after each import cycle.
From the report, an example of payments made on contracts not currently in the system:

<table>
<thead>
<tr>
<th>Contract Number</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>802203000</td>
<td>$1,200,400.00</td>
</tr>
<tr>
<td>950306000</td>
<td>$630,941.00</td>
</tr>
<tr>
<td>850243000</td>
<td>$400,807.00</td>
</tr>
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<td>$73,059.00</td>
</tr>
<tr>
<td>703700000</td>
<td>$53,802.00</td>
</tr>
</tbody>
</table>

From the report, an example of payments made on contracts currently in the system, but either the contract is closed or the payment information has already been manually entered:

<table>
<thead>
<tr>
<th>Contract Number</th>
<th>Amount</th>
<th>Contract Title</th>
<th>CCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>950304000</td>
<td>$438,327.00</td>
<td>ICP PHASE III COMPLETION PAVING AND UTILITIES</td>
<td>Michael Johnson</td>
</tr>
<tr>
<td>703820000</td>
<td>$432,521.00</td>
<td>GASOLINE, DIESEL AND BIO DIESEL FUEL</td>
<td>Pamela Ross</td>
</tr>
<tr>
<td>703850000</td>
<td>$195,947.00</td>
<td>GAS TRANSPORTATION AND DISTRIBUTION</td>
<td>Pamela Ross</td>
</tr>
<tr>
<td>703780000</td>
<td>$197,041.00</td>
<td>MAINTENANCE SUPPORT FOR CISCO SWITCHES</td>
<td>Pamela Ross</td>
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<td>703775000</td>
<td>$100,548.00</td>
<td>CPC PARKING CONTROL TICKETS</td>
<td>Pamela Ross</td>
</tr>
<tr>
<td>703797000</td>
<td>$73,628.00</td>
<td>ON-LINE INFORMATION SUBSCRIPTION SERVICES</td>
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<td>703808000</td>
<td>$52,360.00</td>
<td>MICROSOFT PREMIER SUPPORT SERVICES</td>
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<td>$48,076.00</td>
<td>ANNUAL LEASE OF POLICE MOTORCYCLES</td>
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<td>802078000</td>
<td>$39,900.00</td>
<td>D/IV/WBE CONTRACT REPORTING SYSTEM</td>
<td>Suzanne Ruley</td>
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<tr>
<td>703808000</td>
<td>$29,780.00</td>
<td>PUBLIC RELATIONS NEWS RELEASE SERVICES</td>
<td>Suzanne Ruley</td>
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</table>

**Using the Data Import Checklist**

It is important to regularly review and update the imported data. After each import cycle, use the following checklist to ensure that all information is up-to-date.

1. Review rejected prime contractor records and correct for re-import.
2. Run **Contracts Import - Imported Records for Processing** report for a complete listing of all imported and rejected contract records.
3. Review rejected contract header records and correct for re-import.
4. Lock in all new contract header records and add subcontractors.
5. Run **Contracts Import - Contractors Missing Contact Information** report and update vendor records as instructed.
6. Research contracts with new values and create change orders/amendments as required.
7. Research contracts with new end dates and create change orders/amendments as required.
8. Review rejected contract payment records and correct for re-import.
9. Run **Contracts Import - Contract Payments Not Imported** report and add contracts that are missing from the system.