

# RESOURCE PARTNER NEWSLETTER

August 2010

## Upcoming Events

August 31, Elizabeth City,  
How to do Business with the  
Government.

See page 4 for details.

## Training

Are your clients looking for  
training, local events and work-  
shops? Go to: [www.sba.gov/nc](http://www.sba.gov/nc)  
and click on events calendar.

## Taxes

Business owners can find up-  
to-date tax regulations and  
filing procedures at:  
[www.irs.gov](http://www.irs.gov).

Helping small businesses  
**start, grow and succeed.**



Your Small Business Resource

## Overhauled SBA Website to Go Live in the Fall

The complete redesign of the website, SBA.gov, will launch this fall. The new SBA.gov will make it easier for small businesses, lending institutions, business counselors and other members of the small business community to more quickly find the information they need through a simplified navigation structure. In addition, new features will allow users to tailor their experience to provide information that is specific to their needs and location.

The new website also will offer a dedicated lender area that helps banks and other financial institutions that partner with the SBA

The website redesign is part of the goal to create a dynamic online presence that delivers information to customers wherever they are online. The SBA recently began using social media to reach business owners through a variety of online channels such as Facebook and Twitter. The agency also recently launched an improved search function on the current SBA.gov website which improves the speed at which users can find the information they are looking for in advance of the launch of the new site this fall.

The website redesign is also the Flagship Initiative of the SBA's Open Government Plan and direct access to agency programs and operations, allowing users to customize their online experience, and, beginning next year, incorporating community features such as discussion forums and public feedback tools.

For more information on the SBA's online expansion, please visit [www.sba.gov/next](http://www.sba.gov/next)

## Free IRS Webinar

Learn about the tax provisions of the Affordable Care Act (ACA recent health care legislation) at an IRS Webinar on September 9, 2010 at 2 p.m.

The IRS's Small Business/Self-Employed Division is presenting this webinar especially for small business owners and the self-employed. Learn about Affordable Care Act's current tax provisions and where to find future updates.

Click on this link to [register](http://www.visualwebcaster.com/IRS/70323/reg.asp?id=70323) (<http://www.visualwebcaster.com/IRS/70323/reg.asp?id=70323>) for this informative presentation.

## SBA

### Active Lender Rankings FY 2010 YTD: October 1, 2009 – July 31, 2010

Lender	7(a) Approvals	Gross 7(a) \$'s	504 Participation Loans	504 Participation \$'s
Superior Financial Group	174	\$ 1,845,000		
BB&T	152	\$ 29,458,700	14	\$ 10,075,159
Wells Fargo	70	\$ 25,151,600	1	\$ 325,000
SunTrust Bank	61	\$ 8,139,400	5	\$ 2,528,650
Borrego Springs Bank	45	\$ 3,830,000		
Surrey B&T	39	\$ 5,462,000		
Yadkin Valley B&T	25	\$ 4,205,200		
East Carolina Bank.	24	\$ 2,370,600		
Mountain 1st B&T	23	\$ 11,575,000		
RBC Bank	21	\$ 5,500,700	3	\$ 5,062,500
Live Oak Banking Co	19	\$ 19,689,000		

Certified Development Corps.		
Self-Help Ventures Fund	31	\$ 20,354,000
BEFCOR	20	\$ 9,127,000
Neuse River	11	\$ 5,732,000

## Small Business Seminar & Speed Coaching Test Drive

SCORE Counselors to America's Small Business and American Express are sponsoring a half-day event providing small business owners with free business counseling, timely workshops and peer networking as part of the Small Business Speed Coaching Test Drive Series.

Small business owners will receive exclusive and concise one-on-one evaluation sessions with seasoned business coaches from SCORE's base of more than 75 volunteer executives from the Charlotte SCORE Chapter. The event will also include timely, interactive workshops focused on topics designed to help firms survive and grow.

Attendance is free and available on a first-come, first-serve basis to business owners. A maximum of one person per company may attend. To register or for more information visit: [www.charlottescore.org](http://www.charlottescore.org) or call 704-334-6576

Date: Tuesday, September 28, 2010  
 Time: 8:00 a.m. – 12:45 p.m.  
 Location: The Employers Association Conference Center  
 3020 W. Arrowood Road  
 Charlotte, NC 28273

## Steps to Contract Negotiations

- 1. Identify a Need** - Understand what your need is before you look for a vendor to help you. Take some time to educate yourself and be able to define the problem with a vendor.
- 2. Research Vendors** - Talk to friends and others in your field for referrals. The internet is a great resource and many organizations have ratings on their services.
- 3. Identify Three Vendors** - Identify three vendors that look the best to you. Think about the “big” name vendors that do a lot of advertising. Smaller vendors that have not been around as long are “hungry” and might be able to do a really good job for you.
- 4. Use BBB as a Resource** - Check with the BBB on the vendors you pick and see if they have any prior unresolved customer issues. Do this checking before you ask for a proposal so you won't be wasting your time negotiating a bid only to find out the vendor has unresolved customer issues.
- 5. Request for Proposal** - After your three vendors are chosen, contact them, describe what your needs are and ask for a formal proposal and a list of customer references with their proposal.
- 6. Vendor Interview** - Have the vendor come in and present the proposal to the team. Allow the team to ask questions and clarify any uncertainties. This is when you make sure the proposal is written to meet all of your needs.
- 7. Review Terms of Agreement** - Once you have all three proposals, review each of them side by side to make sure they are comparable. Call the vendor and get clarification on anything that does not make sense or may need further clarification. Things to look at are duration of agreement, payment cycle, termination clause, liability for both sides, scope of services, what they will and will not do., etc. Look at what their approach is to cost control, quality of product or service and their customer service commitments.
- 8. Negotiate Differences** - Once you have a good understanding of the proposed agreements, go back and negotiate any points that might hold you back. Everything is negotiable so don't hesitate to ask if you think it is something important to the agreement.
- 9. Check References** - Once you are settled on an agreement, start calling the list of references and ask questions like:
  - How long have you used this vendor?
  - Have there been any issues?
  - If yes, how did the vendor address the issues?
  - How is the customer service of the vendor?
  - If there was anything you could improve with the vendor, what would it be?
- 10. Second Opinion on Agreement** - When you are comfortable with an agreement, have another set of eyes look at it to see if there are any outstanding things that maybe missing. This should be another person who is familiar with looking at contracts.
- 11. Sign** - When you sign the agreement and agree on a start date, mark your calendar with your responsibilities such as: payment schedule, auditing process, inspections, etc.

Lastly, negotiating is a skill that can be learned.

## Mark Your Calendar

The U.S. Small Business Administration North Carolina District Office is partnering with NC Small Business & Technology Development Center, NC Procurement Technical Assistance Center, and the NC Military Business Center to host a "How to do Business with the Government" Conference to be held in Elizabeth City at the K.E. White Graduate Center Tuesday, August 31, 2010.

This half day event will offer small business owners, veterans, active duty, reservists, and their spouses the opportunity to learn how to navigate through the government procurement maze. A Business Expo will allow participants to meet with federal contractors, business resources and veterans organizations.

Topics covered will include: Basics of Government Contracting, Joint Ventures, Teaming & Subcontracting, Contracting Accounting & Legal Issue, How to do Business with the Veteran's Administration and SBA Finance and Contracting Certifications.

When: Tuesday, August 31, 2010  
8 a.m. to 1 p.m.

Where: K.E. White Graduate Center, 1704 Weeksville Road  
Elizabeth City, NC  
Cost: \$15 (cost covers refreshments and materials)

Register: ONLINE: Register and pay by credit card at [www.sbt dc.org/events/VA](http://www.sbt dc.org/events/VA).

Questions: George Brown, SBTDC, 252-335-3247; E-mail: [gbrown@sbt dc.org](mailto:gbrown@sbt dc.org).

## Training Activities and Events

Let us help you promote your training activities and seminars. We can post them to our website calendar. Four weeks lead-time is required. E-mail updates to [april.gonzalez@sba.gov](mailto:april.gonzalez@sba.gov) or call (704) 344-6811.

Have any of your clients taken advantage of SBA online training courses?  
We'd like to hear about it! Contact Mike Erlandes at 704-344-6588 or [mike.ernandes@sba.gov](mailto:mike.ernandes@sba.gov)

Remember **FREE** Courses and Workshops are available at SBA's Small Business Training Network at [www.sba.gov/training](http://www.sba.gov/training).

## Quote Of The Month

In the business world, everyone is paid in two coins: cash and experience. Take the experience first; the cash will come later.

- Harold S. Geneen