The following document is a Vendor quick guide for use of the InclusionCLT system. This guide is essential and includes general information, tips, and links to more in-depth information hyperlinked throughout this guide. This guide will provide information relevant to YOU, the Vendor. Thank you for working together with the Charlotte Business Inclusion office to keep the city's contracts compliant and assuring minority, women and small business enterprises thrive!

**How do I access InclusionCLT?**
InclusionCLT can be accessed through this [link](#) or the CBI Website Main page [here](#).

**Getting Started**
First, you are going to need an InclusionCLT login. The image below is the main page of InclusionCLT and is where you will find the option to log in, search for certified vendors, sign up for training, and find general information about the system. Each section of the website is labeled with its main function:

You will initially have to set up your account by selecting "account lookup" in the image above and then search for your business. The search engine will work best if you only type in the first couple of letters of your business name and click search instead of typing in the full title. Searching the full name may not produce a search result.
You will need to verify your information and set up a login using the account lookup feature to have access to your audits. Clicking "log in" will not work until you complete this initial step. Please reach out to the CBI team or InclusionCLT support if you have any issues logging in. The system may ask you information to verify your right to access your audits before sending you a username and password. You will receive a username and password within 24-48 hours.

**Can multiple users in my business have a login?**
Yes! Multiple users within your business can have a login. You can add users to an account once an initial account is set up. To add another user, log in to the initial account and then click Settings >> Business Settings >> User List >> Add User >>. Fill out the Contact Information, Address Information, and Account Preferences and Save Changes (more information on navigating the left navigation bar on InclusionCLT is included below). Do not click backspace while filling out the new user information, or it will start the process from the beginning.

**Finding City Certified MWSBE Vendors**
At this point, your account is set up, and you have added all users that will be entering data into the system! The next step is finding MWSBE vendors in the Certified Vendor Directory. You will need to use a CBI City Certified MWSBE vendor to receive credit towards your MWSBE goal. A directory of all city certified MWSBE vendors are found on the main page of InclusionCLT (see below). You will need to click “search certified directory” and then input your search criteria for the vendors you need.
You will be able to search vendors by certification, name, commodity codes, or by contact/owner (see below). The search engine works best when you enter the first couple of letters of the firm’s name. Searching the full name may not yield a search result even when they are available in the system. You can also search by commodity codes to find specific types of vendors (ex. Concrete) and select from a list of certified vendors matching your specific need.
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I have identified MWSBE firms I want to use from the InclusionCLT directory, now what?
You will need to complete a Letter of Intent (LOI) with the MWSBE vendor. Letters of Intent do not have to have a goal commitment or expense commitment upfront, but they do have to list MWSBE’s that you intend to use. This step acts as a compliance plan and protects Vendors from not meeting goals at the end of the quarter and is essential for goal utilization throughout the life of the contract. Letters of Intent do not replace a legally binding contract with a vendor. You still need to follow regular procedure within your business for establishing a business transaction with a subcontractor. Upload your complete Letter of Intent to your contract on InclusionCLT by clicking on the Contract >> "Contract Main" Top Tab >> Attach Documents (more information on navigating the tabs of your contract is included below).

Managing Subcontractors in InclusionCLT
Once you have identified and used the services of an MWSBE subcontractor, you will need to add them to your contract in InclusionCLT. Below is an image of what the system looks like once you have logged in. The left side is the navigation bar for all actions you can take in the system. This bar will never change and is how you view the information in the system, search in the system, message your compliance officer, change settings on your account, and contact support for help. The top row includes tabs for more actions inside of your current screen and change depending on the screen.

The first step to adding a subcontractor to your contract is finding your contract in the system. Use the left navigation bar to search for your contracts by clicking Search >> Contracts >> and then enter your search information. You can search by contract number, contract title, containing text, Contractor, Prime (you), Subcontractors, Buyer/Project Manager, contract status, commodity code, contract value, time frame, etc. The search engine will yield results with a couple of numbers or letters and may not pull results if you type the full name or number.
These steps will allow a search for your contract and allow you to view your contract, make changes, add subcontractors, view your audits, message your contract compliance officer, make comments, etc. The image below shows what happens when you click on your contract. The left navigation bar will remain the same and show you your options for navigating around the system. The tabs at the top have changed to show you the options available for your current screen. Searching around the system and clicking on tabs and options is the best way to get familiar with where everything is. Do not be afraid to click around and test the search functions or see what is in each tab. Any changes or mistakes you make can easily be fixed and updated!

The third tab at the top is your "subcontractor" tab (see below) and is where you can add and edit subcontractors on your contract:
You will be able to edit your subcontractors by clicking on "view subcontractors" from this screen and then clicking "%add first-tier subcontractors" on the next page (see below):

NOTE:
Your Subcontractor is a “First Tier Subcontractor.” If your Subcontractor uses a Subcontractor then their Subcontractor becomes a “Second Tier Subcontractor” and so on.
These steps will bring up the option to search Vendors in the Certified Vendor database to add to your contract. (see below)

**What if I need to replace a subcontractor?**

You will need to request a replacement subcontractor in the system for your contract manager to review. Replacing subcontractors will require documentation on why you are requesting a replacement that your contract manager will review and process. Valid reasons include subcontractor went out of business, unavailable for a project, etc. You can replace an MWSBE subcontractor with the same type of MWSBE subcontractor if your request is approved. For example, only an MBE (Minority Business Enterprise) can replace an MBE. The CBI Policy Part D Section 5: Terminating or Replacing an SBE or MWBE (pg. 37) details how to replace firms and is included here for reference. Please reach out to your contract manager or the CBI Team if you have any questions about this process.

**Managing an Incomplete Audit**

The system creates an incomplete audit when you have not confirmed or entered payments into the system. Payments that are not confirmed will lock after 60 days and will require contract manager intervention to be unlocked. Payments not confirmed within 90 days will trigger an investigation in the system for a contract compliance officer with the CBI Team to intervene and assist. Incomplete audits are sent to your email automatically from the system and will continue to alert you until you log in and enter your payment information. The emails will look like the image below and is your warning from the system to take immediate action:
How do I enter a payment into InclusionCLT?

There are several different ways to view your incomplete audits and enter payment information. The easiest way is to click the link at the bottom of your incomplete audit email from the system. You can also search for your contract and choose the "compliance audit list" tab at the top of your contract screen to view incomplete audits for that contract (see below):

TIP: these links will quickly take you to your audit.
The "Contract Audit List" tab will open a list of all audits you have for your contract and their status. Click "view audit" on any incomplete audits to begin entering payment information.

The Prime Contractor in the example below has two subcontractor payments they need to report to complete their audit. The "Report 2 subcontractor payments" link will open a screen to view all incomplete subcontractor payments for the selected audit period.

Click "submit response" on the list of subcontractors on the next page, and the link will open a screen to enter your payments.
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You must accurately enter your subcontractor payment information in the "audit information" box to complete the audit (see below). The information the system requests includes the amount paid for the audit period to the subcontractor, the payment date, whether you paid the subcontractor promptly, optional payment details (including invoice numbers, check numbers, etc.), ability to add optional supporting documents, and any comments you would like to leave to your Compliance officer about the payment. Click "review" at the bottom of the screen (not shown) to review the information you have entered and then confirm the audit to complete it. You must continue this process until all audits for your business are complete. Each subcontractor in your audit will automatically receive an email from the system to confirm the payment amount you entered. They can choose to confirm the payment you entered or report a discrepancy in the system. You must provide as much information as possible so the subcontractor can confirm the information and prevent an unnecessary reporting of discrepancies. Please note that the system recognizes totals and is asking for the total for that audit period. The system does NOT give the option to enter individual invoices. You will need to attach all documentation for the period and enter the total amount paid in the "amount paid" field.

You can also view your contract MWSBE goal progress on this page!
When should I enter a payment into InclusionCLT?

You should enter the payment once you have released the funds to the subcontractor. Subcontractors should confirm the payment in the system once they receive the funds from your business. Subcontractors should not report a discrepancy based solely on the difference of date reported. Please see the image below to see what an audit looks like from a subcontractor’s perspective:
What is a discrepancy?
Discrepancies are created in the system when a subcontractor reports receiving a different payment amount than the one you have reported. Subcontractors may also report a discrepancy if there is *not enough information* for them to verify that they received your payment. InclusionCLT will send a notification to your business if a subcontractor reports a discrepancy and the amount they have reported. You will then be able to check your records and report your original amount as correct, report the subcontractors' amount as correct, or enter a new payment amount. These notes will be sent over to your compliance officer for review or intervention. The image below is an example of a discrepancy you would review:
Managing Discrepancies in InclusionCLT
Contract Managers and the CBI Team are available to help investigate, document and attempt to resolve any logged payment discrepancies in the system. Any discrepancy that you are not able to resolve with your subcontractor must be reported to your contract manager for assistance. Please reach out to your contract manager or the CBI Team if you have any questions about payment discrepancies.

What if I did not make a payment to one of my contractors during an audit period?
The system will automatically send you an audit notification for every subcontractor you have added to your contract for each audit period. Mark the payment as "zero" for any subcontractors you did not utilize for the audit period.

Managing Your Contract(s) for the Long-Term
The main goal of InclusionCLT is to streamline payment information and help Prime Contractors manage their MWSBE Goal. You will be able to see your goal progress each time you log a payment to an MWSBE subcontractor in the system. It is important to reach out to your Compliance Officer if you are nearing the end of your contract and have not completed your MWSBE goal. Any Prime/Vendor that does not complete their goal is at risk of losing good standing with the City of Charlotte, and this may affect their ability to receive contracts with the city in the future.
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**InclusionCLT Review**
You now have the tools to access your account, add additional users, complete audits for your business, manage your goal in the system, manage discrepancies from subcontractors, and manage your MWSBE goal throughout your contracts lifecycle. Below is a graphic detailing the steps to completing your tasks in the InclusionCLT system:

1. **Vendor receives a contract with the City of Charlotte and is given an MWSBE utilization goal**
2. **Identify scope of subcontracting opportunity for contract based on MWSBE Goal**
3. **Request Access to system and Log into InclusionCLT**
4. **Take Vendor Training Webinar offered by InclusionCLT**
5. **Search MWSBE's in the verified vendor database on the InclusionCLT Website**
6. **Create a Letter of Intent stating which MWSBE's you would like to use for the coming Quarter**
7. **Use services of an MWSBE Vendor and pay them using city funding**
8. **Log MWSBE vendor into the InclusionCLT system as a subcontractor on your contract**
9. **Complete audits by logging payments to the subcontractor**
10. **Instruct Subcontractors on how to create an account and confirm payments in InclusionCLT**
11. **Work with Contract Manager and CBI team if any discrepancies are logged**
12. **Continue audit process until you have met or exceeding your goal and reach the end of your contract**
13. **Reach out to CBI team if you have any questions!**

**Additional Resources**
InclusionCLT offers free training webinars ([Front Page>> System Training>> Training](#)), City of Charlotte additional InclusionCLT guides ([Help & Support >> User Manual](#)), and support tickets ([Help & Support >> Contact Support](#)) for extra support on every part of the system. Webinars are offered weekly and include a question and answer portion with a live expert on the system. InclusionCLT ([Help & Support >> User Manual](#)) also provides real-time support using their helpline to speak with a training expert on the system if you have any questions not addressed in the user guide or webinars.

Always use the CBI Compliance Specialist as a resource. Please reach out if you have any questions!
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Current contact information is below.

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**Summary**
Vendors and the work they complete in InclusionCLT are vital to the success of the Charlotte Business Inclusion program. This system is an invaluable tool in ensuring the city is enforcing diversity and inclusion participation contractual agreements. Vendors’ efforts to maintain accurate and timely information helps the city assure economic development for its certified minority, women, and small businesses. Thank you for your dedication and help in assisting the City of Charlotte's certified firms.