B2G Frequently Asked Questions

1. **What is B2Gnow?**
   B2Gnow is a diversity management and compliance software. LAWA requires prime contractors and subcontractors to use B2Gnow during the life of their contract. Prime contractors can report payments made to their subcontractors. Subcontractors confirm payments received. Any Business Enterprise requirements that are applied to the contract are tracked through B2Gnow.

2. **What is the relationship between B2Gnow and the LAWA.diversitycompliance.com website?**
   The https://lawa.diversitycompliance.com/?TN=lawa website is hosted by B2Gnow.

3. **Is there training available for B2Gnow?**
   Yes. B2Gnow offers live sessions that can be completed online. Recordings of the trainings are also accessible at any time. Go to https://www.lawa.org/lawa-businesses/how-to-do-business-with-lawa/contract-compliance-system--b2g to find guides on how to access these trainings.

4. **How often will I need to use B2Gnow?**
   Once a month at the minimum is recommended. At the beginning of each month, the reporting audits are made available for Prime contractors to report payments made to each of their subcontractors for the previous month. The subcontractors will either confirm or deny the amount of money that has been reported.

5. **What/who is the Contract Compliance Officer?**
   A Contract Compliance Officer (CCO) is a LAWA employee that helps oversee the contract, specifically the reporting on the B2Gnow website. They set up the contracts in B2G, assist with approving new subcontractor requests, and work with prime and subcontractors to resolve payment discrepancies in the system. The CCO is available to answer any questions or address concerns that a prime or subcontractor may have regarding the use of the system. Their contact info can be found within the automated email notifications.

6. **What is required to gain access to B2Gnow?**
   Primes and subs will need to fill out the respective B2Gnow Information forms that can be found here: https://www.lawa.org/lawa-businesses/how-to-do-business-with-lawa/contract-compliance-system--b2g. At the beginning of a contract, LAWA staff will contact the prime contractor to complete the B2Gnow form and provide forms to all subcontractors performing work on the project. The forms need to be returned LAWA staff and processed by the Contract Compliance Officer. The person listed as the

Compliance Contact on the form is considered the designated user to respond to the audits in B2Gnow. More than one user can be added. Once the subcontractor is added as a user, they will receive an e-mail notification.

7. **How can I add/substitute/remove a subcontractor during the contract?**
A guide can be found here: https://www.lawa.org/lawa-businesses/how-to-do-business-with-lawa/contract-compliance-system--b2g. These requests will be reviewed and confirmed/denied by the division. Please, attach all required documents explained in the guide to the requests.

8. **As a subcontractor, can I be deactivated if I have been paid in full and no longer performing work on the project? Can I be deactivated if I have been added as a new subcontractor, and have not yet begun work?**
When confirming your last payment in B2G, you have the option to mark that payment as "Final Payment Made", and upload supporting documentation (copy of check or ACH transaction) as proof. Additionally, the Contract Compliance Officer can deactivate subcontractors after being notified that the subcontractor is no longer performing work or has not begun work on the project. A subcontractor can be reactivated if they begin performing on the project and have payments that will be reported.

9. **What is a payment discrepancy?**
A payment discrepancy is when the subcontractor does not agree with the payment amount or date of payment reported by the prime. The system sends an email message to both prime and sub notifying them of the issue. In many cases, it is due to a misunderstanding between the prime and sub. For example, a payment reported by the prime on the 30th of the month may be recorded in the next month by the subcontractor or against a different payment amount. The prime and subcontractor will need to communicate to see why there is a difference and what the resolution should be. This may require assistance from the Contract Compliance Officer.

10. **Who can I contact about not receiving payment?**
The Contract Compliance Officer can assist with late payments, an email can be sent to their contact info that can be found within the automated email notifications or send an email to SSDComplianceunit@lawa.org to request assistance.
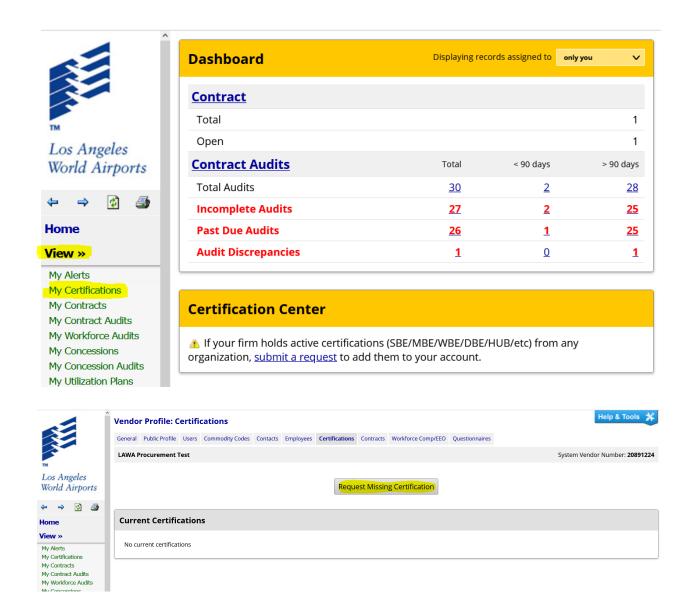
11. How is prompt payment tracked?

During the payment confirmation process, you will be required to enter the date that you were paid. This section shows the date that LAWA paid the Prime Contractor. You will be able to select if you were paid before or after that date.

Confirm Reported Amount? *

Show all options and fields

🔵 **Correct** - the amount reported by the prime contractor as PAID to us is correct ($██.██).

1. Payment Date: * `mm/dd/yyyy`

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

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

» According to our records, the prime contractor was paid on 6/9/2022.

» "Prompt Pay" means payment within 7 days.

◯ Yes - we were paid on or before 6/16/2022.

◯ No - we were not paid on or before 6/16/2022.

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

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

12. Can I see my certifications on B2Gnow?

Yes. After logging in to B2Gnow, click on the "View" option on the left side of the screen, you can select "My Certifications". If your certification is not showing, you can make a request to add your missing certifications.

13. Can I get certified on B2Gnow?

Yes. Follow this link https://lacity.diversitysoftware.com/?TN=lacity and select "Apply for / Renew Certification". You can see if you qualify for certification here: https://bca.lacity.org/certification.

14. How do I know if there is anything pending in B2G for me to complete?

The B2G homepage has a dashboard that shows all pending actions that need to be completed.