



**Helping  
Small Business  
Start, Grow  
and Succeed**

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2010-2011 OKLAHOMA

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*“Everything you need to know about setting up, marketing and managing the revenue of your business.”*

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**W**ith the help of the SBA, America's small businesses continue to grow, create jobs and drive our economy forward. This booklet has everything you need to know about the tools and resources we have to offer: from getting an SBA loan, to securing

a federal contract, to using our extensive network of 14,000 SBA-affiliated counselors. We call this the SBA's "three Cs" of capital, contracts and counseling.

This past year, we've been very busy in all of these areas. As a result of the Recovery Act, we helped put nearly \$30 billion in lending support in the hands of nearly 70,000 small business owners. The Recovery Act has also helped drive more than \$10.5 billion in federal contracts to small businesses. And our counselors continue to serve well over a million clients each year – from entrepreneurs who are writing their first business plans to mature small businesses that are reinventing themselves in a tough economy.

We're building on this success with the new Small Business Jobs Act, the most significant piece of small business legislation in over a decade. This

will provide an estimated \$14 billion more in SBA lending support, as well as more tools in contracting, counseling, and exporting. Also, this new law has eight more tax cuts for entrepreneurs and small business owners, adding to the eight that the President already signed into law.

We're working for you, because we know that about two of every three jobs created in America each year come from small businesses, and more than half of working Americans either own or work for a small business. With your help, we can make sure the SBA is meeting its mission and we can make sure that small businesses will continue to grow and lead America to economic recovery, as they've done throughout our nation's history.

If you have any questions that aren't answered in this guide, please go to [www.sba.gov](http://www.sba.gov) or call or walk in to your local district office. We stand ready to help you in whatever way we can.

Warm regards,

**Karen G. Mills**  
*Administrator*  
*Small Business Administration*

## About the SBA

[www.sba.gov](http://www.sba.gov)

### Your Small Business Resource

*Every day, the U.S. Small Business Administration and its nationwide network of partners help millions of potential and current small business owners start, grow and succeed.*

*Resources and programs targeting small businesses provide an advantage necessary to help small businesses effectively compete in the marketplace and strengthen the overall U.S. economy.*

**SBA offers help in the following areas:**

- Starting a Business
- Financing a Business

- Growing a Business
- Opportunities in Contracting
- Recovering From Disaster
- A Voice for Small Business in Government

*Visit SBA online at [www.sba.gov](http://www.sba.gov) for 24/7 access to small business news, information and training for entrepreneurs.*

*All SBA programs and services are provided on a nondiscriminatory basis.*

## FROM THE REGIONAL ADMINISTRATOR

*Regional Administrator for SBA's Region VI*

**E**ntrepreneurship has always been one of our nation's cherished ideals. It's about individuals building something from the ground up, often going it alone, while making great contributions to the entire country. Small businesses are the dreamers and the innovators who continue to build and strengthen the U.S. economy.

Since 1953, the U. S. Small Business Administration has been working to provide entrepreneurs financial, technical and management assistance to help them start, grow and stay in business. SBA's goal is to help small businesses by giving them the tools that they need to be successful.

SBA has worked hard to ensure that this Resource Guide is useful in every stage of business ownership. The resource guide addresses how to start a small business, access capital through SBA lending partners, bid on government contracts and export your goods and services. President Obama set a goal of doubling U.S. exports over the next five years to support two million jobs. Because the more products we make and sell to other countries, the more jobs we support right here in America.

We have to seek new markets aggressively, just as our competitors are. If America sits on the sidelines while other nations sign trade deals, we lose the chance to create jobs on our shores.

We also have been given the task to assure that the Government-wide procurement goals established by Congress be met. These goals include the following: 23% for small business, 5% for Small disadvantaged business (SBD) this goal includes 8(a) contracts, 5% for women owned small business, and 3% for HUBZONE small business.

Government contracts are a win-win solution for Small Business and their communities since they bring economic development and drive revenues to all. Enclosed are the contact numbers and web sites for local, state and federal organizations and agencies that can provide regulation information to help you in your business operation. It outlines all of the SBA's programs and services that are available to you.

Whether you are starting or expanding a small business, there are resources available throughout the country. SBA is extremely proud of the counseling partnerships, participating lenders and programs that are available to assist the small business community.

SBA's resource partners such as – SCORE, Counselors to America's Small Business, Small Business Development Centers (SBDCs) and Women's Business Centers (WBCs) are ready to assist you. They provide free one-on-one business counseling and technical and management training at nominal fees to educate you in business management.

It takes an enormous amount of work to own and operate a small business and there are many challenges in a climate of rapid change.

The Health Care Reform that the President signed:

- Makes more than 60 percent of small firms eligible for tax credits to help combat rising costs and declining coverage for their workers.

The most immediate benefit you should know about is the tax credit to help you pay for up to 35 percent of your employee premiums starting this tax year. An estimated 4 million small businesses may qualify for these tax credits, totaling about \$40 billion over the next 10 years.

Over the last 16 months, this Administration has taken steps to provide tax relief that put more money in the hands of small business owners like you – including write-offs for new equipment, credits for hiring unemployed workers and capital gains exclusions for small business investors.

- Health insurance reform will reduce “job lock” – the fear of switching jobs or starting a small business due to concerns over losing health coverage – by guaranteeing access to coverage for all Americans. This will encourage more people to launch their own small businesses.
- Reform will make small firms more competitive by allowing them to offer coverage comparable to that of larger firms, letting them recruit and retain talented workers.

That is why it is so important for small business owners to find ways to adapt quickly enough to survive. The Resource Guide is your starting place as it provides the information and contacts to help you right away.

“Together, we can help provide America's entrepreneurs and small business owners with the tools they need to lead the way in turning our economy around, as they have done time-and-time again throughout U.S. history,” said SBA Administrator Karen Mills.

Our Small Business is the true engine that creates jobs in our nation and the foundation of what will continue to prosper all Americans. These are exciting times for individuals who want to capture the American Dream.

As the Regional Administrator for Region VI, I am delighted and consider it a privilege to serve you and the small business communities in Texas, Arkansas, Louisiana, New Mexico and Oklahoma.

Warmest Regards,

**Yolanda Garcia Olivarez**  
Regional Administrator  
Small Business Administration

## Message From The District Director

# OKLAHOMA

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# Rules For Success

*Like today's small businesses, large corporate success stories started with only an entrepreneur and a dream.*

I am pleased to present the U.S. Small Business Administration's 2011 Oklahoma Small Business Resource Guide – your one-stop information resource for starting and expanding your business. For more than 50 years the SBA has helped entrepreneurs nationwide achieve the American Dream. Companies like Eskimo Joe's in Stillwater, Simple Simon's Pizza, Federal Express, Nike, Ben & Jerry's, Outback Steakhouse, Black Enterprise Magazine, Staples, Yankee Candle, Under Armour, and Callaway Golf each began with an entrepreneur, a dream and assistance from the SBA. Now it is your turn to discover how the SBA and its resource partners can help you realize your American Dream.

Oklahoma is a great place to start and grow a business. The dynamic growth here shows just how attractive our state is to business. For new businesses, however, finding the right information is not always easy. The SBA is in your corner at every stage of your business growth. I encourage you to take advantage of the counseling and technical assistance offered by the SBA's resource partners, the Small Business Development Centers, SCORE – Counselors to America's Small Business and the REI Women's Business Centers.

Our lending partners and certified development companies are another vital link

to our economic development efforts in Oklahoma. As the nation's largest single financial backer of small businesses, the SBA guarantees loans made by private lenders or certified development companies. In addition to guaranteeing loans, SBA provides assistance to small businesses owned by socially and economically disadvantaged individuals through its Government Contracting Business Development program. SBA also plays a major role in the government's disaster relief efforts by making low-interest recovery loans to both homeowners and businesses.

These are just a few examples of the resources available to you as a business owner. Visit our website [www.sba.gov/ok](http://www.sba.gov/ok), call us at 1-800-U-ASK-SBA (1-800-827-5722) or call or visit one of our resource partners in your area. Their locations and contact numbers are listed on the following pages. Working together, we are building Oklahoma communities one small business at a time.

Best wishes for your success!

Sincerely,

**Dorothy A. Overal**

*District Director of  
SBA's Oklahoma District Office*

# Doing Business in Oklahoma

■ The SBA helps business owners grow and expand their businesses every day.



## THE OKLAHOMA DISTRICT OFFICE

The Oklahoma District Office is responsible for the delivery of SBA's many programs and services. The District Director is Dottie Overal. The District Office is located at 301 N.W. 6th Street, Suite 116, Oklahoma City, OK 73102. Office hours are from 8:00 AM until 4:30 PM, Monday through Friday.

## CONTACTING THE OKLAHOMA DISTRICT OFFICE

For program and service information, please call 405-609-8000.

## SERVICES AVAILABLE

- Financial assistance for new or existing businesses through guaranteed loans made by area bank and non-bank lenders.

- Free counseling, advice and information on starting, better operating or expanding a small business through SCORE, Counselors to America's Small Businesses, Small Business Development Centers (SBDC) and Women's Business Centers (WBC). They also conduct training events throughout the district - some require a nominal registration fee.
- Assistance to businesses owned and controlled by socially and economically disadvantaged individuals through the Business Development Program.
- A Women's Business Ownership Representative is available to assist women business owners. Please contact Pam Walker at 405-609-8013 or e-mail: pam.walker@sba.gov.
- Special loan programs are available for businesses involved in international trade.
- A Veterans Affairs Officer is available to assist veterans. Please contact John D. Veal Jr. at 405-609-8023 or e-mail: john.veal@sba.gov.



## SUCCESS STORY

### 2010 Oklahoma Small Business Person of the Year

**Phil Gordon Busey Sr., Chairman and Chief Executive Officer**  
**Delaware Resource Group of Oklahoma, LLC**  
5721 N.W. 132nd St. • Oklahoma City, OK 73142  
405-721-7776 • 405-721-7779 Fax • pbusey@buseygroup.com • www.drgok.com

Phil Gordon Busey Sr.'s phenomenal climb to success was achieved in just eight years. In 2002 he created the Delaware Resource Group (DRG) with one other employee. That same year, his Oklahoma City-based company was awarded its first subcontract to support the U.S. Air Force's E-3 AWACS Mission Crew Training program at Tinker Air Force Base. Overnight the company grew to 95 employees. Today, Busey's business boasts a 1000 percent growth with 235 employees and sales in excess of \$24 million.

DRG, a Native American-owned SBA certified SDB, is a leader in program management, systems integration and human capital solutions. The company has expertise in industries such as aerospace, defense, oil and gas, and manages contracts in six states including Alaska and Hawaii.

A member of the Cherokee Nation and Delaware Tribe, Busey practiced law as a partner with several firms, and served as general counsel in a number of commercial enterprises, before living his dream of running his own business. Early on, he developed a long range approach that DRG would walk before it ran. The first years of operation were focused on subcontracting roles and building government contracting expertise. The company hired retiring government contracting professionals to mentor other employees, and employed a philosophy of participation and open communication among senior staff and management.

In 2007, using project management experience gained from Department of Defense contracts, the company expanded into the oil and gas industry. They were selected by Marathon Oil

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## We Welcome Your Questions

For extra copies of this publication or questions please contact:

Oklahoma District Office  
301 N.W. 6th Street, Suite 116  
Oklahoma City, OK 73102

Tel.: 405-609-8000 Fax: 405-609-8990

Website: [www.sba.gov/ok](http://www.sba.gov/ok)



# INTRODUCTION

# GETTING STARTED

The SBA Can Help You Start And Expand Your Business



Every day, the U.S. Small Business Administration and its nationwide network of resource partners help millions of potential and current small business owners start, grow and succeed.

Whether your target market is global or just your neighborhood, the SBA and its resource partners can help at every stage of turning your entrepreneurial dream into a thriving business.

If you're just starting, the SBA and its resources can help you with loans and business management skills. If you're already in business, you can use the SBA's resources to help manage and expand your business, obtain government contracts, recover from disaster, find foreign markets, and make your voice heard in the federal government.

You can access SBA help online 24 hours a day at [www.sba.gov](http://www.sba.gov) or visit one of our local offices for assistance.

## SBA's Online Training

SBA's Small Business Training Network is an Internet-based training site. It provides small businesses with free online courses, workshops, learning tools and business-readiness assessments.

### Key Features of the SBTN:

- Training is available anytime and anywhere—all you need is a computer with Internet access.
- More than 23 free online courses and workshops available
- Online, interactive assessment tools are featured and used to direct clients to appropriate training.

Course topics include a financial primer keyed around SBA's loan-guaranty programs, a course on exporting, and courses for veterans and women's contracting as well as an online library of business publications and articles.

Find the SBTN at: [www.sba.gov/training](http://www.sba.gov/training).

### Where To Go To Get Started

Our resources include the SBA's district offices serving every state and territory, nearly 400 chapters of SCORE – Counselors to America's Small

Businesses, approximately 900 Small Business Development Centers, approximately 110 Women's Business Centers and 16 Veterans Business Outreach Centers located across the country. More information about SCORE, SBDCs, WBCs and VBOCs is detailed at: [www.sba.gov/services](http://www.sba.gov/services).

These professionals can also help with writing a formal business plan, locating sources of financial assistance, managing and expanding your business, finding opportunities to sell your goods or services to the government, and recovering from disaster.

## SBA'S RESOURCE PARTNERS

### SCORE

SCORE is a national network of more than 12,000 entrepreneurs, business leaders and executives who volunteer as mentors to America's small business. SCORE helps entrepreneurs start businesses, grow companies and create jobs in local communities.

SCORE matches you with a mentor whose personality and skills are a good fit for your business needs. Whether you are a start-up business or growing company, you can meet with a mentor for free and confidential advice.

SCORE mentors are part of your local community. The volunteer experts understand local business licensing rules, economic conditions and lending standards. You will find a SCORE office in your community and often a location at your local Chamber of Commerce, bank or SBA office.

SCORE mentoring is available at 364 offices nationwide. SCORE offers local small business workshops at modest fees

## ON THE UPSIDE

*It's true, there are a lot of reasons not to start your own business. But for the right person, the advantages of business ownership far outweigh the risks.*

- You get to be your own boss.
- Hard work and long hours directly benefit you, rather than increasing profits for someone else.
- A new venture is exciting.
- Earnings and growth potential are unlimited.
- Running a business will provide endless variety, challenge and opportunities to learn.

# EVALUATE

## Start by evaluating your strengths and weaknesses

### 1. Are you a self-starter?

It will be up to you – not someone else telling you – to develop projects, organize your time and follow through on details.

### 2. How well do you get along with different personalities?

Business owners need to develop working relationships with a variety of people including customers, vendors, staff, bankers, lawyers, accountants and consultants. Can you deal with a demanding client, an unreliable vendor or a cranky staff person?

### 3. How good are you at making decisions?

Small business owners are required to make decisions constantly, often quickly, under pressure.

### 4. Do you have the physical and emotional stamina to run a business?

Business ownership can be challenging, fun and exciting. But it's also a lot of hard work. Can you face 12-hour workdays six or seven days a week?

### 5. How well do you plan and organize?

Research indicates many business failures could have been avoided through better planning. Good organization – of financials, inventory, schedules, production – can help avoid pitfalls.

on popular topics such as increasing sales, managing cash flow and marketing your business.

SCORE has helped more than 8.5 million entrepreneurs nationwide. You can count on SCORE as a trusted resource to offer in-depth mentoring, sound advice and guidance to tools and resources that can help you succeed as a business owner.

For 24/7 access to advice and online webinars on topics such as starting, growing, marketing and e-commerce for small business, visit SCORE online. With expertise in more than 600 skill areas, you can find a SCORE mentor online at [www.score.org](http://www.score.org) or at one of SCORE's offices. Call 1-800-634-0245 for the office nearest you.

### Oklahoma SCORE Locations

#### Ardmore

P.O. Box 1585  
Ardmore, OK 73402  
580-226-2620 • 580-226-2620 Fax

#### Enid

2929 E. Randolph  
Enid, OK 73701  
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#### Tulsa

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## SMALL BUSINESS DEVELOPMENT CENTERS

The Small Business Development Center Program has been vital to SBA's entrepreneurial outreach for more than 25 years. It has become one of the largest professional small business management and technical assistance networks in the nation. With more than 900 locations across the country, SBDCs offer existing and future entrepreneurs free one-to-one expert business advice and low-cost trainings. All counseling and training sessions are conducted by qualified small business professionals and are offered both in person and online.

A nationwide study of the impact of the SBDC Program (2008-2009) highlights the results of SBDC assistance. The study illustrates the significance of the SBDC program's focus on establishing long-term counseling relationships with clients. Of the clients surveyed, more than 80 percent reported that the information they received from their SBDC counselor was valuable. Similarly, more than 50 percent reported that SBDC assistance was useful with the decision to start a business. More than 40 percent of long-term clients, those receiving 5 hours or more of counseling, reported an increase in sales and 32 percent of long term clients reported an increase in profit margins.

SBDC counseling generally consists of assistance with business plans, access to capital, franchising, manufacturing, international trade, high-tech endeavors, contracting, energy efficiency, marketing, and other subjects. SBDC training is geared toward the needs of the local business community, focusing on the fundamentals required to start, purchase, operate and grow a small business.

Particular emphasis in the SBDC program includes green business technology, disaster recovery and preparedness, importing and exporting, electronic commerce, technology transfer and regulatory compliance. The SBDC programs also promote green buildings and green job growth, provide assistance to veterans and communities affected by defense cutbacks, and reach out to communities that have been negatively affected by industry cutbacks, closures or natural disasters.

During the past quarter century, through a unique mix of federal funding along with matching state and private sector resources, the program has increased its return on investment. Through federal grants, the SBDCs in every state and territory provide the foundation for the economic growth of small businesses. These small businesses in turn advance local and regional economic development through the generation of business revenues, job creation and job retention. In fiscal 2010, SBDC business advisors helped more than 12,500 entrepreneurs start new businesses or approximately 34 new businesses starts per day.

The SBDC network provided counseling services to approximately 106,000 nascent entrepreneurs, approximately 123,000 existing businesses and training services to approximately 360,000 clients in fiscal 2010.

In fiscal 2009, SBDC clients acquired loans, venture capital and the infusion of equity totaling \$3.5 billion, an amount on par with the \$3.6 billion SBDC clients obtained in fiscal 2008. While SBDC clients accounted for approximately 5 percent of the SBA's 7(a) and 504 loan approvals, more than 80 percent of SBDC clients were able to acquire capital from banks and conventional lenders as well as angel investors and venture capitalists.

For information on the SBDC Program, click on:  
[www.sba.gov/aboutsba/sba\\_programs/sbdc/index.html](http://www.sba.gov/aboutsba/sba_programs/sbdc/index.html).

## OKLAHOMA SMALL BUSINESS DEVELOPMENT CENTER

### STATE OFFICE

#### Southeastern Oklahoma State University

301 W University Blvd.  
Durant, OK 74701-0609  
580-745-7577 • 580-745-7471 Fax

### ADA

#### East Central University

E. 12th St. & S. Francis St  
Administration Bldg., Rm. 251  
Ada, OK 74820-6915  
580-436-3190 • 580-436-5616 Fax

### ALVA

#### Northwestern Oklahoma State University

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Ctr. for Economic & Business Development  
Weatherford, OK 73096-3098  
580-774-7095 • 580-774-7096 Fax

## WOMEN'S BUSINESS CENTERS

The SBA's Women Business Center Program is a network of approximately 110 community-based centers which provide business training, counseling, mentoring and other assistance geared

toward women, particularly those who are socially and economically disadvantaged. WBCs are located in nearly every state and U.S. territory and are partially funded through a cooperative agreement with the SBA.

To meet the needs of women entrepreneurs, the WBCs offer services at convenient times and locations, including weekends. Some offer child care during training and many provide assistance and materials in different languages, depending on the needs of the individual communities they serve. In fiscal 2009, the WBC Program counseled and trained more than 155,000 clients, creating local economic growth and vitality.

WBC training courses are often free or are offered at a small fee with scholarships often available to those who need them. A number of WBCs also provide courses and counseling via the Internet, mobile classrooms and satellite locations.

In Oklahoma, Rural Enterprises of Oklahoma, Inc. (REI) manages the Women's Business Center from two locations: Durant and Oklahoma City.

REI's Women Business Centers offers a wide variety of training workshops with topics ranging from e-commerce, effective web sites, business financing, business taxes and government contracting to effective communication, the challenges of a multi-generational workforce, Quick-Books training, one-on-one counseling and even special events throughout the year like annual Expos and Conferences. The Center targets those who are socially and economically disadvantaged. The Center offers services at times and in places most convenient to women. More information is available at: [www.ruralenterprises.com](http://www.ruralenterprises.com).

## OKLAHOMA WOMEN'S BUSINESS CENTERS

### Durant

Contact: Dr. Barbara Rackley  
2912 Enterprise Blvd.  
Durant, OK 74701  
[barbara@ruralenterprises.com](mailto:barbara@ruralenterprises.com)  
800-658-2823 • 580-920-2745 Fax

## SBA'S WEBSITE

Watch for the SBA's Improved Website Soon, Featuring:

- Faster, better search capabilities
- Information tailored to your needs
- News about SBA programs & services

Some pages may change URLs on the upgraded site. Please consult [www.sba.gov](http://www.sba.gov) or your local SBA district office for assistance.

## Oklahoma City

Contact: Lori Broyles  
Presbyterian Health Foundation Research  
Park  
800 Research Pkwy., Ste. 305  
Oklahoma City, OK 73104  
lbroyles@ruralenterprises.com  
405-319-8190 • 405-319-8194 Fax

## ARE YOU RIGHT FOR SMALL BUSINESS OWNERSHIP?

Most new business owners who succeed have planned for every phase of their success. Thomas Edison, the great American inventor, once said, “Genius is 1 percent inspiration and 99 percent perspiration.” That same philosophy also applies to starting a business.

First, you’ll need to generate a little bit of perspiration deciding whether you’re the right type of person to start your own business.

## IS ENTREPRENEURSHIP FOR YOU?

In business, there are no guarantees. There is simply no way to eliminate all the risks associated with starting a small business - but you can improve your chances of success with good planning, preparation, and insight. Start by evaluating your strengths and weaknesses as a potential owner and manager of a small business. Carefully consider each of the following questions:

- **Are you a self-starter?** It will be entirely up to you to develop projects, organize your time, and follow through on details.
- **How well do you get along with different personalities?** Business owners need to develop working relationships with a variety of people including customers, vendors, staff, bankers, and professionals such as lawyers, accountants, or consultants. Can you deal with a demanding client, an unreliable vendor, or a cranky receptionist if your business interests demand it?
- **How good are you at making decisions?** Small business owners are required to make decisions constantly - often quickly, independently, and under pressure.
- **Do you have the physical and emotional stamina to run a business?** Business ownership can be exciting, but it's also a lot of work. Can you face six or seven 12-hour workdays every week?
- **How well do you plan and organize?** Research indicates that poor planning is responsible for most business

## WEBSITE Business plan help

Find your nearest SCORE chapter at:  
[www.score.org](http://www.score.org).

For business plan help at the SCORE Website, click on “Business Tools” from the left-hand menu, then click on “Template Gallery.”

You can find the nearest VBOC at:  
[www.sba.gov/vets](http://www.sba.gov/vets).

To find WBCs, click on:  
[www.sba.gov/services/](http://www.sba.gov/services/) and choose “Women’s Business Centers” from the “Counseling and Assistance” heading at the bottom.

You can also find business-plan help on the SBA’s Web site at:  
<http://www.sba.gov/smallbusinessplanner/> then choose “Writing a Business Plan” from the “Plan Your Business” menu along the bottom.

failures. Good organization — of financials, inventory, schedules, and production — can help you avoid many pitfalls.

- **Is your drive strong enough?** Running a business can wear you down emotionally. Some business owners burn out quickly from having to carry all the responsibility for the success of their business on their own shoulders. Strong motivation will help you survive slowdowns and periods of burnout.
- **How will the business affect your family?** The first few years of business start-up can be hard on family life. It's important for family members to know what to expect and for you to be able to trust that they will support you during this time. There also may be financial difficulties until the business becomes profitable, which could take months or years. You may have to adjust to a lower standard of living or put family assets at risk.

Once you’ve answered those questions, you should consider what type of business you want to start. Businesses can include franchises, at-home businesses, Web-based businesses or brick-and-mortar stores.

## FRANCHISING

There are more than 3,000 business franchises. The challenge is to decide on one that both interests you and is a good investment. Many franchising experts suggest that you comparison shop by

looking at multiple franchise opportunities before deciding on the one that's right for you.

Some of the things you should look at when evaluating a franchise: profitability, effective financial management and other controls, a good image, integrity and commitment, and a successful industry.

In the simplest form of franchising, while you own the business, its operation is governed by the terms of the franchise agreement. For many, this is the chief benefit for franchising. You are able to capitalize on a business format, trade name, trademark and/or support system provided by the franchisor. But you operate as an independent contractor with the ability to make a profit or sustain a loss commensurate with your ownership.

If you are concerned about starting an independent business venture, then franchising may be an option for you. Remember that hard work, dedication and sacrifice are key elements in the success of any business venture, including a franchise.

For more information visit the SBA Web site at: <http://www.sba.gov/smallbusinessplanner/start/> and click on “Buy a Franchise” from the menu on the right side or call your local SBA office.

## HOME-BASED BUSINESSES

Going to work used to mean traveling from home to a plant, store or office. Today, many people do some or all their work at home.

Garages, basements and attics are being transformed into the corporate headquarters of the newest entrepreneurs – home-based business owners.

## Getting Started

Before diving headfirst into a home-based business, you must know why you are doing it. To succeed, your business must be based on something greater than a desire to be your own boss. You must plan and make improvements and adjustments along the road.

Working under the same roof where your family lives may not prove to be as easy as it seems. It’s important to work in a professional environment. One suggestion is to set up a separate office in your home to create this professional environment.

**Ask yourself these questions** – and remember, there are no best or right reasons for starting a home-based

business. But it is important to understand what the venture involves:

- Can I switch from home responsibilities to business work?
- Do I have the self-discipline to maintain schedules?
- Can I deal with the isolation of working from home?
- Am I a self-starter?

## Finding Your Niche

Choosing a home business must be approached carefully.

### Ask yourself:

- Does my home have the space for a business?
- Can I identify and describe the business I want to establish?
- Can I identify my business product or service?
- Is there a demand for that product or service?
- Can I successfully run the business from home?

## Legal Requirements

A home-based business is subject to many of the same laws and regulations affecting other businesses.

### Some general areas include:

- **Zoning regulations.** If your business operates in violation of them, you could be fined or shut down.
- **Product restrictions.** Certain products cannot be produced in the home. Most states outlaw home production of fireworks, drugs, poisons, explosives, sanitary or medical products and toys. Some states also prohibit home-based businesses from making food, drink or clothing.

Be sure to consult an attorney and your local and state departments of state, labor and health to find out which laws and regulations will affect your business. Additionally, check on registration and accounting requirements needed to open your home-based business. You may need a work certificate or license from the state. Your business name may need to be registered with the state. A separate business telephone and bank account are good business practices.

Also remember, if you have employees you are responsible for withholding income and social-security taxes, and for complying with minimum wage and employee health and safety laws.

If you're convinced that opening a home-based business is for you, it's time to create your business plan. The SBA and its resource partners, such as SCORE, SBDCs, VBOCs and WBCs can help make the process easier.

## WRITING A BUSINESS PLAN

After you've thought about what type of business you want, the next step is to develop a business plan. Think of the business plan as a roadmap with milestones for the business. It begins as a pre-assessment tool to determine profitability and market share, then expands as an in-business assessment tool to determine success, obtain financing and determine repayment ability, among other factors.

Creating a comprehensive business plan can be a long process, and you need good advice. The SBA and its resource partners, including Small Business Development Centers, Veterans Business Outreach Centers, SCORE and Women's Business Centers, have the expertise to help you craft a winning business plan.

**In general, a good business plan contains:**

### Introduction

- Give a detailed description of the business and its goals.
- Discuss ownership of the business and its legal structure.
- List the skills and experience you bring to the business.
- Discuss the advantages you and your business have over competitors.

### Marketing

- Discuss the products and services your company will offer.
- Identify customer demand for your products and services.
- Identify your market, its size and locations.
- Explain how your products and services will be advertised and marketed.
- Explain your pricing strategy.

### Financial Management

- Develop an expected return on investment and monthly cash flow for the first year.
- Provide projected income statements, and balance sheets for a two-year period.
- Discuss your break-even point.
- Explain your personal balance sheet and method of compensation.
- Discuss who will maintain your accounting records and how they will be kept.
- Provide "what if" statements addressing alternative approaches to potential problems.

### Operations

- Explain how the business will be managed day-to-day.
- Discuss hiring and personnel procedures.

- Discuss insurance, lease or rent agreements, and issues pertinent to your business.
- Account for the equipment necessary to produce your goods or services.
- Account for production and delivery of products and services.

## Concluding Statement

Summarize your business goals and objectives and express your commitment to the success of your business. Once you have completed your business plan, review it with a friend or business associate and professional business counselor like SCORE or SBDC representatives, SBA district office business development specialists or veterans business development specialists.

Remember, the business plan is a flexible document that should change as your business grows.

## REACHING UNDERSERVED AUDIENCES Women Business Owners

Women entrepreneurs are changing the face of America's economy. In the 1970s, women owned less than five percent of the nation's businesses. Today, they are majority owners of about a third of the nation's small businesses and are at least equal owners of about half of all small businesses. SBA serves women entrepreneurs nationwide through its various programs and services, some of which are designed especially for women.



The SBA's Office of Women's Business Ownership serves as an advocate for women-owned business and oversees a nationwide network of more than a hundred women's business centers that provide business training, counseling and mentoring geared specifically to women, especially those who are socially and economically disadvantaged. The program is a public-private partnership with locally-based nonprofits and each tailors its services to meet the needs of its community. Women's Business Centers serve a wide diversity of geographic areas, population densities, and economic environments, including urban, suburban, and rural. Local economies vary from depressed to thriving, and range from metropolitan areas to entire states. Each Women's Business Center tailors its services to the needs of its individual community, but all offer a variety of innovative programs, often including courses in different languages. They provide training in finance, management, marketing, and the Internet, as well as access to all of the SBA's financial and procurement assistance programs.

SBA also reaches out to women entrepreneurs through women's business ownership representatives in every SBA district office who coordinate services, provide access to business training and counseling, to credit and capital, and marketing opportunities, including federal contracts.

## VETERANS AND RESERVISTS BUSINESS DEVELOPMENT

The SBA offers a variety of services to American veterans who have made or are seeking to make the transition from service member to small business owner. Each of SBA's 68 district offices has designated a veterans business development officer to help veterans prepare, plan and succeed in entrepreneurship.

### Veterans Business Outreach Centers

Sixteen Veterans Business Outreach Centers located in California, Florida, Guam, Louisiana, Massachusetts, Michigan, Missouri, New Jersey, New Mexico, New York, North Carolina, North Dakota, Pennsylvania, Texas, and Washington provide online and face to face entrepreneurial development services for veterans and reservists such

as business training, counseling and mentoring, pre-business plan workshops, feasibility analysis, and referrals to additional small business resources.

During fiscal 2009, SBA's veterans business ownership specialists counseled or trained 122,901 veteran entrepreneurs. To learn more about the Veterans Business Outreach program or find the nearest SBA VBOC, visit the SBA Web site at [www.sba.gov/vets](http://www.sba.gov/vets).

OVBO also partners with the Entrepreneurship Boot Camp for Veterans With Disabilities at Syracuse University, University of Connecticut, Florida State University, Texas A&M University, UCLA and Purdue to prepare service-disabled veterans for business ownership.

SBDCs and SCORE also provide targeted management assistance to veterans who are current or prospective small business owners. SCORE also provides resources and counseling services online at: [www.score.org](http://www.score.org).

The SBA offers special assistance for small businesses owned by activated Reserve and National Guard members. Any self-employed Reserve or Guard member with an existing SBA loan can request from their SBA lender or SBA district office, loan payment deferrals, interest rate reductions and other relief after they receive their activation orders.

Additionally, the SBA offers special low-interest-rate financing to small businesses when an owner or essential employee is called to active duty. The Military Reservist Economic Injury Disaster Loan Program provides loans up to \$2 million to eligible small businesses to cover operating costs that cannot be met due to the loss of an essential employee called to active duty in the Reserves or National Guard. Small businesses may apply for MREIDLs of up to \$2 million if they have been financially impacted by the loss of an essential employee. The SBA has created a special Web page specifically for Reserve and Guard members at: <http://www.sba.gov/aboutsba/sbaprograms/reservists/index.html>.

To ensure that veterans, service-disabled veterans and Reserve and National Guard member entrepreneurs receive special consideration in all its entrepreneurial programs and resources, the SBA has established an Office of Veterans Business Development. OVBD develops and distributes informational

materials for entrepreneurship such as the Veterans Business Resource Guide, VETGazette, Getting Veterans Back to Work. Veterans may access these resources and other assistance from OVBD by visiting the Web site at: [www.sba.gov/VETS/](http://www.sba.gov/VETS/).

For more information or special assistance with government contracting, including programs for veterans and service-disabled veterans, please check the Contracting Opportunities section of this publication, and the Web site above.

SBA's Patriot Express Initiative has new and enhanced programs and services for veterans and members of the military community wanting to establish or expand small businesses. See the Financing section for more information on Patriot Express.

## NATIVE AMERICAN BUSINESS DEVELOPMENT

The SBA is also working to ensure that entrepreneurship opportunities are available for American Indians, Native Alaskans and Native Hawaiians seeking to create, develop and expand small businesses. These groups have full access to the necessary business development and expansion tools available through the agency's entrepreneurial development, lending and procurement programs. More information is at: <http://www.sba.gov/aboutsba/sbaprograms/naa/index.html>.

### Tribal Government Institute

421 E. Comanche, Ste. B  
Norman, OK 73071  
[www.tgiok.com](http://www.tgiok.com)  
[tgi@coxinet.net](mailto:tgi@coxinet.net)  
405-329-5542 • 405-329-5543 Fax  
TGI, the Native American Procurement Technical Assistance Center assists Native American businesses in identifying, pursuing & performing government contracts.

### Oklahoma Native American Business Enterprise Center

Memorial Place Center  
7615 E. 63rd Place, Ste. 201  
Tulsa, OK 74133  
918-994-4371/4372 • 918-994-4370 Fax  
[james@ruralenterprises.com](mailto:james@ruralenterprises.com)  
[www.oknabec.com](http://www.oknabec.com)

### Native American Business Resource Center

1802 E. College Ave.  
McAlester, OK 74501  
918-302-3642 • 918-426-1606 Fax

# REGULATIONS

# KNOWING THE RULES

Paying Attention to Detail Can Save Time and Money



**E**ven if your consulting service or hand-knit sweater business is based from your home, it will have to comply with many of the numerous local, state, and federal regulations. Avoid the temptation to ignore regulatory details. Doing so may avert some red tape in the short term, but could be an obstacle as your business grows. Taking the time to research the applicable regulations is as important as knowing your market. Bear in mind that regulations vary by industry. If you're in the food-service business, for example, you will have to deal with the health department. If you use chemical solvents, you will have environmental compliances to meet. Carefully investigate the regulations that affect your industry. Being out of compliance could leave you unprotected legally, lead to expensive penalties and jeopardize your business.

## BUSINESS.GOV

Business.gov provides a one-stop shop for federal resources from the agencies that regulate or serve businesses.

While most businesses in the United States are required to obtain a permit, professional license, or identification number to operate, finding the right license can be a major challenge for potential business owners. Business.gov's "Permit Me" feature provides a single source for obtaining information about federal and state

permits and professional licenses for businesses.

"Feature Topics" focuses on common business concerns. It provides context to the compliance information provided on the site and helps business owners understand in plain language the regulatory requirements their businesses face. Additional topics are added on a regular basis in response to the most frequent searches on the site.

**(NOTE: Business.gov will soon be incorporated into the SBA website. Some Web addresses for specific pages may change.)**

## BUSINESS ORGANIZATION

There are many forms of legal structure you may choose for your business. Each legal structure offers organizational options with different tax and liability issues. We suggest you research each legal structure thoroughly and consult a tax accountant and/or attorney prior to making your decision.

## CHOOSING YOUR BUSINESS STRUCTURE

You may operate your business under one of many organizational structures. The most common organizational structures are sole proprietorships, general and limited partnerships, "C" and "S" corporations and limited liability companies.

Each structure offers unique tax and liability benefits. If you're uncertain

which business format is right for you, you may want to discuss options with a business counselor or attorney.

### Sole Proprietorship

One person operating a business as an individual is a sole proprietorship. It's the most common form of business organization. Profits are taxed as income to the owner personally. The personal tax rate is usually lower than the corporate tax rate. The owner has complete control of the business, but faces unlimited liability for its debts. There is very little government regulation or reporting required with this business structure.

### General Partnership

A partnership exists when two or more persons join together in the operation and management of a business. Partnerships are subject to relatively little regulation and are fairly easy to establish. A formal partnership agreement is recommended to address potential conflicts such as: who will be responsible for performing each task; what, if any, consultation is needed between partners before major decisions, and what happens when a partner dies. Under a general partnership each partner is liable for all debts of the business. Profits are taxed as income to the partners based on their ownership percentage.

### Limited Partnership

Like a general partnership, a limited partnership is established by an agreement between two or more persons. However, there are two types of partners.

- A general partner has greater control in some aspects of the partnership. For example, only a general partner can decide to dissolve the partnership. General partners have no limits on the dividends they can receive from profit so they incur unlimited liability.
- Limited partners can only receive a share of profits based on the proportional amount on their investment, and liability is similarly limited in proportion to their investment.

## “C” Corporation

A “C” corporation is a legal entity created under state law by the filing of articles of incorporation. A corporation is a separate entity having its own rights, privileges and liabilities, apart from those of the individual(s) forming the corporation. It’s the most complex form of business organization and is comprised of shareholders, directors and officers. Since the corporation is a separate legal entity in its own right it can own assets, borrow money and perform business functions without directly involving the owners. Corporations are subject to more government regulation and offer the owners the advantage of limited liability, but not total protection from lawsuits.

## Subchapter “S” Corporation

Subchapter “S” references a special part of the Internal Revenue Code that permits a corporation to be taxed as a partnership or sole proprietorship, with profits taxed at the individual, rather than the corporate rate. A business must meet certain requirements for Subchapter “S” status. Contact the IRS for more information.

## LLCs and LLPs

The limited liability company is a relatively new business form. It combines selected corporate and partnership characteristics while still maintaining status as a legal entity distinct from its owners. As a separate entity it can acquire assets, incur liabilities and conduct business. It limits liability for the owners. The limited liability partnership is similar to the LLC, but it is for professional organizations.

## LOGISTICS OF STARTING YOUR BUSINESS

### BUSINESS LICENSES

There are many types of licenses, both state and local as well as professional. Depending on what you do and where you plan to operate, your business may be required to have various state and/or municipal licenses, certificates or permits.

Licenses are typically administered by a variety of state and local departments. Consult your state or local government for assistance.

### FICTITIOUS BUSINESS NAME

Registering your business name, after doing a search to make sure that it is not already in use, protects you from

others who might want to use the same name. For more information, contact the county clerk’s office in the county where your business is based. If you are a corporation, you’ll need to check with the state.

## BUSINESS INSURANCE

Like home insurance, business insurance protects your business against fire, theft and other losses. Contact your insurance agent or broker. It is prudent for any business to purchase a number of basic types of insurance. Some types of coverage are required by law, other simply make good business sense. The types of insurance listed below are among the most commonly used and are merely a starting point for evaluating the needs of your business.

**Liability Insurance** – Businesses may incur various forms of liability in conducting their normal activities. One of the most common types is product liability, which may be incurred when a customer suffers harm from using the business product. There are many other types of liability, which are frequently related to specific industries. Liability law is constantly changing. An analysis of your liability insurance needs by a competent professional is vital in determining an adequate and appropriate level of protection for your business.

**Property** – There are many different types of property insurance and levels of coverage available. It is important to determine the property you need to insure for the continuation of your business and the level of insurance you need to replace or rebuild. You must also understand the terms of the insurance, including any limitations or waivers of coverage.

**Business Interruption** – While property insurance may pay enough to replace damaged or destroyed equipment or buildings, how will you pay costs such as taxes, utilities and other continuing expenses during the period between when the damage occurs and when the property is replaced? Business Interruption (or “business income”) insurance can provide sufficient funds to pay your fixed expenses during a period of time when your business is not operational.

**“Key Man”** – If you (and/or any other individual) are so critical to the operation of your business that it cannot continue in the event of your illness or death, you should consider “key man” insurance. This type of policy is

frequently required by banks or government loan programs. It also can be used to provide continuity in operations during a period of ownership transition caused by the death, incapacitation or absence due to a Title 10 military activation of an owner or other “key” employee.

**Automobile** – It is obvious that a vehicle owned by your business should be insured for both liability and replacement purposes. What is less obvious is that you may need special insurance (called “non-owned automobile coverage”) if you use your personal vehicle on company business. This policy covers the business’ liability for any damage which may result for such usage.

**Officer and Director** – Under most state laws, officers and directors of a corporation may become personally liable for their actions on behalf of the company. This type of policy covers this liability.

**Home Office** – If you are establishing an office in your home, it is a good idea to contact your homeowners’ insurance company to update your policy to include coverage for office equipment. This coverage is not automatically included in a standard homeowner’s policy.

## EMPLOYER IDENTIFICATION NUMBER

An EIN, also known as a federal tax identification number, is used to identify a business entity. Generally all businesses need an EIN. You may apply for an EIN in a variety of ways, including online, phone, fax. Taxpayers can obtain an EIN immediately by calling 800-829-4933, Monday through Friday, from 7:30 a.m. to 5:30 p.m. customer’s local time.

Taxpayers can fax EIN requests seven days a week/24 hours a day by dialing the fax number to one of three IRS campuses that accept applications. The instructions on the newly revised Form SS-4, Application for Employer ID Number, indicate which IRS Campus is assigned to their specific state. Faxed applications are processed in four days. Detailed information and an electronic SS-4 can be found at the IRS Small Business/Self Employed Community Web site at: <http://www.irs.gov/businesses/small/index.html>, click on New Businesses.

EINs are also issued automatically online. Visit the IRS Web site, <http://www.irs.gov/businesses/small/article/0,,id=102767,00.html> for more information.

## FEDERAL SELF-EMPLOYMENT TAX

Every employee must pay Social Security and Medicare coverage. If you are self-employed, your contributions are made through the self-employment tax.

The IRS has publications, counselors and workshops available to help you sort it out. For more information, contact the IRS at 800-829-1040.

## SALES TAX EXEMPTION CERTIFICATE

If you plan to sell products, you will need a Sales Tax Exemption Certificate. It allows you to purchase inventory, or materials, which will become part of the product you sell, from suppliers without paying taxes. It requires you to charge sales tax to your customers, which you are responsible for remitting to the state. You will have to pay penalties if it is found that you should have been taxing your products and now owe back taxes to the state. For information on sales tax issues, contact your state's government.

## FEDERAL INCOME TAX

Like the state income tax, the method of paying federal income taxes depends upon your legal form of business.

**Sole Proprietorship:** You must file IRS Federal Form Schedule C along with your personal Federal Income Tax return (Form 1040) and any other applicable forms pertaining to gains or losses in your business activity.

**Partnership:** You must file a Federal Partnership return (Form 1065). This is merely informational to show gross and net earnings of profit and loss. Also, each partner must report his share of partnership earnings on his individual Form 1040 based on the information from the K-1 filed with the Form 1065.

**Corporation:** You must file a Federal Corporation Income Tax return (Form 1120). You will also be required to report your earnings from the corporation including salary and other income such as dividends on your personal federal income tax return (Form 1040).

## FEDERAL PAYROLL TAX

**Federal Withholding Tax:** Any business employing a person must register with the IRS and acquire an EIN and pay federal withholding tax at least quarterly. File Form SS-4 with IRS to obtain number and required tax forms. Call 800-829-3676 or 800-829-1040 if you have questions.

## IRS WEB PRODUCTS FOR SMALL BUSINESSES

For the most timely and up-to-date tax information, consult the Small Business Resource Guide (SBRG), formerly a CD-ROM, is available exclusively online at <http://www.irs.gov/businesses/small/index.html>.

Designed to equip small business owners with the skills and knowledge needed to successfully start and manage a business, The SBRG covers a wide range of tax topics Web links to business forms, publications, other useful governmental Web sites, and much more.

### New IRS Applications Make Tax Information More Accessible to Small Businesses and the Self-employed

Maximizing the Web's convenience, accuracy and speed, **IRS.gov**, IRS's web site, now assists millions of individual taxpayers, tax professionals, and small business owners to better understand and meet their tax responsibilities.

### Updated Virtual Small Business Tax Workshop

The IRS's **Virtual Small Business Tax Workshop** (<http://www.tax.gov/virtualworkshop>) is an interactive resource to help small business owners learn about their federal tax rights and responsibilities. This dynamic educational product, available online and on CD 24/7 from your computer, consists of nine stand-alone lessons that can be selected and viewed in any sequence. A bookmark feature makes it possible to leave and return to a specific point within the lesson. Users also have access to a list of useful online references that enhance the learning experience by allowing them to view references and the video lessons simultaneously.

The **Virtual Small Business Tax Workshop** is the first of a series of video products designed exclusively for small business taxpayers. A new companion series called, "Your Guide to an IRS Audit" is in development with plans for a summer 2010 launch.

### IRS.gov Now Features Audio and Video

IRS is augmenting its *curriculum of online learning and educational products* for the small business community by developing *new live broadcasting, phone forums and webinars*, and offering *audio and video presentations*.

## Testing Social Media

The IRS has launched a YouTube video site at **YouTube - irsvideos's Channel** and an iTunes podcast to help taxpayers take full advantage of the 2009 tax provisions in the American Recovery and Reinvestment Act. The IRS YouTube channel debuted with seven Recovery videos in English and American Sign Language and eight in Spanish plus other languages. People without an iTunes account can hear those same podcasts, in English and Spanish, on IRS.gov's **Multimedia Center**. People can also visit the audio site at **iTunes** to listen to IRS podcasts about ARRA tax credits.

To get the most timely IRS news and information about products and services for small businesses and the self-employed, subscribe to e-News on **IRS.gov** at: <http://www.irs.gov/businesses/small/article/0,,id=154825,00.html>, click "Subscribe Now" at the bottom of the page and enter your e-mail address.

## SOCIAL SECURITY CARDS

All employees must have a social security card. It must be signed by its owner, and you should always ask to see and personally record the social security number. Failure to do so may cause your employee to lose benefits and considerable trouble for yourself in back tracking to uncover the error.

Each payday, your employees must receive a statement from you telling them what deductions were made and how many dollars were taken out for each legal purpose. This can be presented in a variety of ways, including on the check as a detachable portion or in the form of an envelope with the items printed and spaces for dollar deductions to be filled in.

## EMPLOYEE CONSIDERATIONS Taxes

If you have any employees, including officers of a corporation but not the sole proprietor or partners, you must make periodic payments of, and/or file quarterly reports about payroll taxes and other mandatory deductions. You may contact these government agencies for information, assistance and forms. **Social Security Administration**

800-772-1213  
<http://www.ssa.gov>

## Social Security's Business Services Online

The Social Security Administration now provides free electronic services online at:

[www.socialsecurity.gov/employer/](http://www.socialsecurity.gov/employer/). Once registered for Business Services Online, business owners or their authorized representative can:

- file W-2s online; and
- verify Social Security Numbers through the Social Security Number Verification Service, used for all employees prior to preparing and submitting Forms W-2.

### Federal Withholding

U.S. Internal Revenue Service  
800-829-1040  
<http://www.irs.gov>

## Employee Insurance

If you hire employees you may be required to provide unemployment or workers' compensation insurance.

## WORKPLACE PROGRAM

Americans with Disabilities (ADA): For assistance with the ADA, call 800-669-3362 or visit: <http://www.ada.gov>.

## U.S. CITIZENSHIP AND IMMIGRATION SERVICES

The Federal Immigration Reform and Control Act of 1986 requires employers to verify employment eligibility of new employees. The law obligates an employer to process Employment Eligibility Verification Form I-9. The U.S. Citizenship and Immigration Services Office of Business Liaison offers a selection of information bulletins and live assistance through the Employer Hotline. For forms call 800-870-3676, for the Employer Hotline call 800-357-2099.

## E-Verify: Employment Eligibility Verification

E-Verify, operated by the Department of Homeland Security in partnership with the Social Security Administration, is the best-and quickest-way for employers to determine the employment eligibility of new hires. It is a safe, simple, and secure Internet-based system that electronically verifies Social Security number and employment eligibility information reported on Form I-9. E-Verify is voluntary in most states and there is no charge to use it.

If you are an employer or employee and would like more information about the E-Verify program, please visit: [www.dhs.gov/E-Verify](http://www.dhs.gov/E-Verify) or contact our Customer Support staff: 1-888-464-4218 Monday – Friday 8 am – 5 pm. E-mail: [e-verify@dhs.gov](mailto:e-verify@dhs.gov)

## SAFETY & HEALTH REGULATIONS

All businesses with employees are required to comply with state and federal regulations regarding the protection of employees. The Occupational Safety and Health Administration outlines specific health and safety standards adopted by the U.S. Department of Labor.

## BUILDING CODES, PERMITS AND ZONING

It is important to consider zoning regulations when choosing a site for your business. You may not be permitted to conduct business out of your home or engage in industrial activity in a retail district. Contact the business license office in the city or town where the business is located.

## BAR CODING

Many stores require bar coding on packaged products. Many industrial and manufacturing companies use bar coding to identify items they receive and ship. There are several companies that can assist businesses with bar-coding needs. You may want to talk with an SBDC, SCORE or WBC counselor for more information.

## Federal Registration of Trademarks and Copyrights

Trademarks or service marks are words, phrases, symbols, designs or combinations thereof that identify and distinguish the source of goods. Trademarks may be registered at both the state and federal level. To register a federal trademark, contact:

### U.S. Patent and Trademark Office:

P.O. Box 1450  
Alexandria, VA 22313-1450  
800-786-9199  
<http://www.uspto.gov/>

## Trademark Information Hotline

703-308-9000

## STATE REGISTRATION OF A TRADEMARK

Trademarks and service marks may be registered in a state.

**Caution:** Federally registered trademarks may conflict with and supersede state registered business and product names.

## Patents

A patent is the grant of a property right to the inventor by the U.S. Patent and Trademark Office. It provides the owner with the right to exclude others from making, using, offering for sale or selling the patented item in the United States.

Additional information is provided in the publications, General Information Concerning Patents and other publications distributed through the U.S. Patent and Trademark Office. For more information, contact the:

### U.S. Patent and Trademark Office

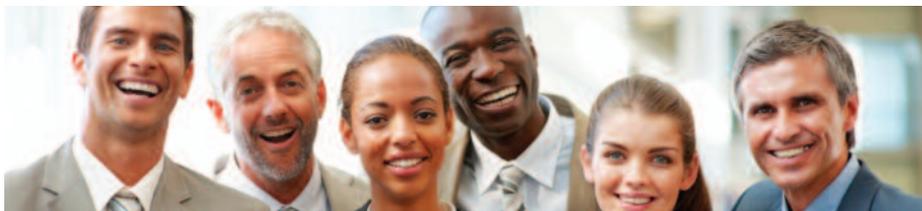
800-786-9199 • <http://www.uspto.gov>

## Copyrights

Copyrights protect original works of authorship including literary, dramatic, musical and artistic, and certain other intellectual works. Copyright does not protect facts, ideas and systems, although it may protect the way these things are expressed. For general information contact:

### U.S. Copyright Office

U.S. Library of Congress  
James Madison Memorial Building  
Washington, DC 20559  
202-707-9100 - Order Line  
202-707-3000 - Information Line  
[www.copyright.gov](http://www.copyright.gov)



## SBA'S WEBSITE

Watch for the SBA's Improved Website Soon, Featuring:

- Faster, better search capabilities
- Information tailored to your needs
- News about SBA programs & services

Some pages may change URLs on the upgraded site. Please consult [www.sba.gov](http://www.sba.gov) or your local SBA district office for assistance.

# FINANCING & SURETY BONDS

# GETTING APPROVED

## Financing Options to Start or Grow Your Business



**M**any entrepreneurs need financial resources to start or expand a small business themselves and must combine what they have with other sources of financing. These sources can include family and friends, venture-capital financing, and business loans.

This section of the Small Business Resource guide discusses SBA's primary business loan and equity financing programs. These are: the 7(a) Loan Program, the Certified Development Company or 504 Loan Program, the Microloan Program and the Small Business Investment Company Program. The distinguishing features for these programs are the total dollar amounts that can be borrowed, the type of lenders who can provide these loans, the uses for the loan proceeds, and the terms placed on the borrower.

**Note: The SBA does not offer grants to individual business owners to start or grow a business.**

### SMALL BUSINESS INVESTMENT COMPANY PROGRAM

There are a variety of alternatives to bank financing for small businesses. The Small Business Investment Company Program fills the gap between the availability of private capital and the needs of small businesses. Licensed and regulated by the SBA, SBICs are

privately owned and managed investment funds that make capital available to qualifying U.S. small businesses through investments or loans. They use their own funds plus funds obtained at favorable rates through SBA-guaranteed leverage. SBICs are for-profit firms whose incentive is to share in the success of a small business. In addition to equity and debt investments, SBICs provide managerial, operational and technical assistance. The SBIC Program provides funding for a broad range of industries and stage of investment. Some SBICs invest in a particular field or industry while others invest more generally. For more information visit:

<http://www.sba.gov/inv>.

### OKLAHOMA SMALL BUSINESS INVESTMENT COMPANIES

#### Council Oak Investment Corporation

William O. Johnstone, Manager  
101 N. Broadway, Ste. 400  
Oklahoma City, OK 73102  
405-218-4696 • 405-218-4672 Fax  
j7317@aol.com  
Investment Size Range:  
Preferred Min: \$1,000,000  
Preferred Max: \$10,000,000  
Type of Capital Provided: Loans, Equity  
Funding Stage Preference: Early Stage, Expansion  
Industry Preference: Diversified  
Geographic Preferences: Oklahoma

#### First United Venture Capital Corporation

Bert Davison, Sr. Vice President  
P.O. Box 19100  
Oklahoma City, OK 73144  
405-636-4500 • 405-636-4572 Fax  
bertd@firstunitedbank.com  
Investment Size Range:  
Preferred Min: \$500,000  
Preferred Max: \$1,000,000  
Type of Capital Provided: Equity & Debt  
Funding Stage Preference: Early Stage and Growth  
No Seed Money Investments  
Industry Preference: Most Industries Considered  
No High-Tech or Life Sciences  
Geographic Preferences: Oklahoma and North Texas

### SMALL BUSINESS INNOVATION RESEARCH PROGRAM

The SBIR Program encourages small businesses to explore their technological potential by reserving a specific percentage of federal research and development funds for small businesses. The program serves to fund the critical startup and development stages for a technology and encourages commercialization of the technology, product or service. In turn, this stimulates the U.S. economy.

#### SBIR Requirements:

Small businesses must meet the following eligibility criteria to participate in the SBIR program.

- Be 51 percent owned and controlled by one or more individuals who are U.S. citizens or permanent resident aliens in the U.S. or be a for-profit business concern that is at least 51 percent owned and controlled by another for-profit business concern that is at least 51 percent owned and controlled by one or more individuals who are citizens of, or permanent resident aliens in, the U.S.
- Be organized for profit.
- Principal researcher must be employed by small business.
- Company size cannot exceed 500 employees.

For more information on the SBIR Program visit: <http://www.sba.gov/aboutsba/sbaprograms/sbir/index.html>.

## Participating Agencies:

Each year, the following eleven federal departments and agencies are required to reserve a portion of their R&D funds for award to small business:

Departments of Agriculture; Commerce; Defense; Education; Energy; Health and Human Services; Homeland Security; Transportation; Environmental Protection Agency; National Aeronautics and Space Administration; and National Science Foundation.

## SMALL BUSINESS TECHNOLOGY TRANSFER PROGRAM

The STTR program reserves a specific percentage of federal R&D funding for award to small business and nonprofit research institution partners. Small business has long been where innovation and innovators thrive. But the risk and expense of conducting serious R&D efforts can be beyond the means of many small businesses. Conversely, nonprofit research laboratories are instrumental in developing high-tech innovations. But frequently, innovation is confined to the theoretical, not the practical. STTR combines the strengths of both entities by introducing entrepreneurial skills to high-tech research efforts. The technologies and products are transferred from the laboratory to the marketplace. The small business profits from the commercialization, which, in turn, stimulates the U.S. economy.

## STTR Requirements:

Small businesses must meet the following eligibility criteria to participate in the STTR Program.

- Be 51 percent owned and controlled by one or more individuals who are U.S. citizens or permanent resident aliens in the U.S.
- Be organized for profit.
- Principal researchers need not be employed by small business.
- Small business must conduct at least 40 percent of the work.
- Company size cannot exceed 500 employees. (No size limit for nonprofit research institution).

*The nonprofit research institution partner must also meet certain eligibility criteria:*

- Be located in the United States and be one of the following:
- Nonprofit college or university.
- Domestic nonprofit research organization.
- Federally funded R&D center.
- The research institution must conduct at least 30 percent of the work.

## Participating Agencies:

Each year the following five Federal departments and agencies are required by STTR to reserve a portion of their R&D funds for award to small business/nonprofit research institution partnerships: Department of Defense; Department of Energy; Department of Health and Human Services; National Aeronautics and Space Administration; and National Science Foundation.

## Oklahoma Center for the Advancement of Science and Technology SBIR/STTR support program

Oklahoma's small technology firms have much to gain from the OCAST-Oklahoma Center for the Advancement of Science and Technology SBIR/STTR support program. OCAST provides both financial support and expertise to help qualifying firms develop their federal proposals. The program defrays a portion of the proposal preparation costs for qualifying firms, providing up to \$3,000 to help offset the costs of developing a federal proposal; and provides critical "bridge" funding between Phase I and Phase II of the federal project – up to \$25,000.

In addition to being the designated Oklahoma state agency for the SBIR/STTR programs, OCAST provides funding opportunities through the following grant programs:

- Oklahoma Applied Research Support (OARS)
- Oklahoma Health Research (OHR)
- R & D Intern Partnership (RDIP)
- Oklahoma Plant Science Research (OPSR)
- Oklahoma Nanotechnology Applications Project (ONAP)

For additional information, please visit: <http://www.ocast.ok.gov> or contact Tessa North:

### OCAST

755 Research Pkwy., Ste. 110  
Oklahoma City, OK 73104-3612  
405-319-8410 or 866-265-2215 Toll Free  
[tessa.north@ocast.ok.gov](mailto:tessa.north@ocast.ok.gov)

## OTHER BUSINESS LOANS

When you seek a business loan, familiarize yourself with the SBA's business loan programs to see if they may be a viable option. Keep in mind the dollar amount you seek to borrow and how you want to use the loan proceeds. The three principal players in most of these programs are — the applicant small business, the lender and

the SBA. SBA guarantees a portion of the loan (except for Microloans). The business should have its business plan prepared before it applies for a loan. This plan should explain what resources will be needed to accomplish the desired business purpose including the cost of everything, the applicants' contribution, use of loan proceeds, collateral, and most important, an explanation of how the business will be able to repay the loan in a timely manner.

The lender will analyze the application to see if it meets the lender's criteria as well as SBA's requirements. SBA will look to the lender to do much, if not all, of the analysis before it provides its guaranty on the lender's loan or provides the microlenders with funds to re-lend to the business. The SBA's business loan programs provide a key source of financing for viable small businesses that have real potential, but cannot qualify for loans from the lending institutions on their own.

## 7(A) LOAN PROGRAM

The 7(a) Loan Program is the SBA's primary business loan program. It is the agency's most used non-disaster financial assistance program because of its flexibility in loan structure, variety of loan proceed uses, and availability. This program has broad eligibility requirements and credit criteria to accommodate a wide range of financing needs.

The business loans that SBA guarantees do not come from the agency, but rather from banks and other approved lenders. The loans are funded by these organizations and they make the decisions to approve or not approve the applicants' requests.

The SBA guaranty reduces the lender's risk of borrower non-payment. If the borrower defaults, the lender can request SBA to pay the lender that percentage of the outstanding balance guaranteed by SBA. This allows the lender to recover a portion from SBA of what it lent if the borrower can't make the payments. The borrower is still obligated for the full amount.

To qualify for an SBA guaranty, a small business must meet the lender's criteria and the 7(a) requirements. In addition the lender must certify that it would not provide this loan under the proposed terms and conditions unless it can obtain an SBA guaranty. If the SBA is going to provide a lender with a guaranty, the applicant must be eligible and creditworthy and the loan structured under conditions acceptable to SBA.

## PERCENTAGE OF GUARANTIES AND LOAN MAXIMUMS

The SBA only guarantees a portion of any particular loan so each loan will also have an unguaranteed portion giving the lender a certain amount of exposure and risk on each loan. The percentage SBA guarantees depends on either the dollar amount or the program the lender uses to obtain its guaranty. For loans of \$150,000 or less the SBA may guaranty as much as 85 percent and for loans over \$150,000 the SBA can provide a guaranty of up to 75 percent. **(NOTE: Percentages that have been temporarily increased up to 90 percent may be extended past their normal expiration as part of government efforts to promote economic recovery. Check with your local SBA district office for more information.)**

The maximum loan amount is \$2 million and the maximum guaranty amount to any one business (including affiliates) is \$1.5 million. The one exception is when a business needs both working capital and fixed assets to promote exporting in which case the SBA can provide a maximum guaranty of \$1.75 million.

Loans made under the SBAExpress program, which is discussed subsequently, have a 50 percent guaranty.

## INTEREST RATES AND FEES

The actual interest rate for a loan guaranteed by SBA is negotiated between the applicant and lender and subject to SBA maximums. Both fixed and variable interest rate structures are available. The maximum rate is comprised of two parts, a base rate and an allowable spread. There are three acceptable base rates (Wall Street Journal Prime\*, London Interbank One Month Prime plus 3 percent, and an SBA Peg Rate). Lenders are allowed to add an additional spread to the base rate to arrive at the final rate. For loans with maturities of less than seven years the maximum spread will be no more than 2.25 percent. For loans with maturities of seven years or more the maximum spread will be 2.75 percent. The spread on loans under \$50,000 and loans processed through Express procedures may be higher.

Loans guaranteed by SBA are assessed a guaranty fee. This fee is based on the loan's maturity and the dollar amount guaranteed, not the total loan amount. The guaranty fee is generally paid by the borrower and can be included in the loan proceeds.

On any loan with a maturity of one year or less, the fee is just 0.25 percent of the guaranteed portion of the loan. On loans with maturities of more than one year, the normal guaranty fee is 2 percent of the SBA guaranteed portion on loans up to \$150,000; 3 percent on loans over \$150,000 but not more than \$700,000; and 3.5 percent on loans over \$700,000. There is also an additional fee of 0.25 percent on any guaranteed portion over \$1 million.

**\*All references to the prime rate refer to the base rate in effect on the first business day of the month the loan application is received by SBA.**

**(Note: Fees which have been temporarily lowered for some loans as part of the government efforts to promote economic recovery may be extended. Check with your local SBA district office for the latest information.)**

## 7(A) LOAN MATURITIES

SBA loan programs are generally intended to encourage longer term small business financing, but actual loan maturities are based on the ability to repay, the purpose of the loan proceeds and the useful life of the assets financed. However, maximum loan maturities have been established: 25 years for real estate; up to 10 years for equipment (depending on the useful life of the equipment); and generally up to seven years for working capital. Short-term loans and revolving lines of credit are also available through the SBA to help small businesses meet their short-term and cyclical working capital needs.

## STRUCTURE

Most loans are repaid with monthly payments of principal and interest. For fixed-rate loans the payments stay the same whereas for variable rate loans the lender can re-establish the payment amount when the interest rates change or at other intervals as negotiated with the borrower. Applicants can request that the lender establish the loan with interest-only payments during the start-up and expansion phases (when eligible) to allow the business time to generate income before it starts making full loan payments. Balloon payments or call provisions are not allowed on any 7(a) loan. The lender may not charge a prepayment penalty if the loan is paid off before maturity, but the SBA will charge the borrower a prepayment fee if the loan has a maturity of 15 or more years and is pre-paid during the first three years.

## COLLATERAL

The SBA expects every loan to be fully secured, but the SBA will not decline a request to guaranty a loan if the only unfavorable factor is insufficient collateral, provided all available collateral is offered. What these two policies mean is that every SBA loan is to be secured by all available assets (both business and personal) until the recovery value equals the loan amount or until all assets have been pledged to the extent that they are reasonably available. Personal guaranties are required from all the principal owners of the business. Liens on personal assets of the principals may be required.

## ELIGIBILITY

7(a) loan eligibility is based on four different factors. The first is size, as all loan recipients must be classified as "small" by SBA. The basic size standards are outlined below. A more in-depth listing of standards can be found at: <http://www.sba.gov/services/contractingopportunities/index.html> select "For Government/Contracting Officials" which then leads to a page where you can select "Size Standards."

### SBA Size Standards:

- Manufacturing from 500 to no more than 1,500 employees
- Wholesaling — No more than 100 employees
- Services from \$4.5 million to no more than \$35.5 million in average annual receipts
- Retailing from \$7 million to no more than \$29 million in average annual receipts
- General construction from \$7 million to no more than \$33.5 million in average annual receipts
- Agriculture from \$750,000 to no more than \$17.5 million in average annual receipts

### Nature of Business

The second eligibility factor is based on the nature of the business and the process by which it generates income or the customers it serves. The SBA has general prohibitions against providing financial assistance to businesses involved in such activities as lending, speculating, passive investment, pyramid sales, loan packaging, presenting live performances of a prurient sexual nature, businesses involved in gambling and any illegal activity.

The SBA will also not support non-profit businesses, private clubs that limit membership on a basis other than

capacity, businesses that promote a religion, businesses owned by individuals incarcerated or on probation or parole, municipalities, and situations where the business or its owners previously failed to repay a federal loan or federally assisted financing.

### Use of Proceeds

The third eligibility factor is usage of proceeds. 7(a) proceeds can be used to: purchase machinery, equipment, fixtures, supplies, leasehold improvements, as well as land and/or buildings that will be occupied by the business borrower.

#### Proceeds can also be used to:

- Expand or renovate facilities;
- Finance receivables and augment working capital;
- Finance seasonal lines of credit;
- Construct commercial buildings; and
- Refinance existing debt under certain conditions.

SBA 7(a) loan proceeds cannot be used for the purpose of making investments. SBA proceeds cannot be used to provide funds to any of the owners of the business except for ordinary compensation for actual services provided.

### Miscellaneous Factors

The fourth factor involves a variety of requirements such as SBA's credit elsewhere test and utilization of personal assets requirements where the business and its principal owners must use their own resources before getting a loan guaranteed by SBA. It also includes SBA's anti-discrimination rules and restrictions on lending to agricultural enterprises because there are other agencies of the federal government with programs to fund such businesses.

#### Generally, SBA loans must meet the following:

- Every loan must be for a sound business purpose;
- There must be sufficient invested equity in the business so it can operate on a sound financial basis;
- There must be a potential for long-term success;
- The owners must be of good character and reputation; and
- All loans must be so sound as to reasonably assure repayment.

For SBA's eligibility requirements check: <http://www.sba.gov/services/>.

### WHAT TO TAKE TO THE LENDER

Documentation requirements may vary; contact your lender for the information you must supply.

#### Common requirements include the following:

- Purpose of the loan.
- History of the business.
- Financial statements for three years (existing businesses).
- Schedule of term debts (existing businesses).
- Aging of accounts receivable and payable (existing businesses).
- Projected opening-day balance sheet (new businesses).
- Lease details.
- Amount of investment in the business by the owner(s).
- Projections of income, expenses and cash flow as well as an explanation of the assumptions used to develop these projections.
- Personal financial statements on the principal owners.
- Resume(s) of the principal owners and managers.

## Thank you, small business owners

### Wells Fargo was the #1 SBA lender for 2009\*

Oklahoma counts on small businesses. And you can count on Wells Fargo — the nation's largest SBA lender — for the financing you need to:

- Purchase a building or an existing business
- Finance a partner buyout
- Meet virtually any other business need

With interest rates at all-time lows, now is the time to take advantage of SBA lending. Talk with your local Wells Fargo SBA specialist today and get the financing you deserve:

Call today  
800-545-0670

[wellsfargo.com](http://wellsfargo.com)

WELLS  
FARGO

Together we'll go far



\*Wells Fargo is the #1 SBA 7(a) lender in dollar volume. Source: US Small Business Administration for fiscal year 2009.

All credit decisions subject to credit approval by Wells Fargo Bank.

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## HOW THE 7(A) PROGRAM WORKS

Applicants submit their loan application to a lender for the initial review. The lender will generally review the credit merits of the request before deciding if they will make the loan themselves or if they will need an SBA guaranty. If a guaranty is needed, the lender will also review eligibility, and the applicant should be prepared to complete some additional documents before the lender reviews the request to ensure it meets SBA's requirements before sending the request for guaranty to the SBA. Applicants who feel they need more help with the process should contact their local SBA district office or one of SBA's resource partners for assistance.

There are several ways a lender can apply to the SBA for a 7(a) guaranty from SBA. The main differences between these methods are related to the documentation which the lender provides, the amount of review which SBA conducts, the amount of the loan and the lender responsibilities in case the loan defaults and the business' assets must be liquidated. The methods are:

- Standard 7(a) Guaranty
- Certified Lender Program
- Preferred Lender Program
- Rural Lender Advantage
- SBA Express
- Patriot Express
- Export Express
- Community Express

For the Standard, Certified and Preferred methods, the applicant fills out SBA Form 4, and the lender completes SBA Form 4-1. When requests for guarantees are processed using Express methods, the applicant uses more of the regular forms of the lender and just has a few federal forms to complete. When SBA receives a request that is processed through Standard or CLP procedures, it either reanalyzes or reviews the lender's eligibility and credit analysis before deciding to approve or reject. For requests processed through PLP, or Express programs, the lender is delegated the authority to make the credit decision without SBA's concurrences which help expedite the processing time.

In guaranteeing the loan, the SBA assures the lender that, in the event the borrower does not repay the loan, the government will reimburse the lending institution for a portion of its loss. By providing this guaranty, the SBA is able

to help tens of thousands of small businesses every year get financing they might not otherwise obtain.

After SBA approval, the lender is notified that its loan has been guaranteed. The lender then will work with the applicant to make sure the terms and conditions are met before closing the loan, disbursing the funds, and assuming responsibility for collection and general servicing. The borrower makes monthly loan payments directly to the lender. As with any loan, the borrower is responsible for repaying the full amount of the loan in a timely manner.

### What the SBA Looks for:

- Ability to repay the loan on time from the projected operating cash flow.
- Owners and operators who are of good character.
- Feasible business plan.
- Management expertise and commitment necessary for success.
- Sufficient funds, including the SBA guaranteed loan, to operate the business on a sound financial basis (for new businesses, this includes the resources to meet start-up expenses and the initial operating phase).
- Adequate equity invested in the business.
- Sufficient collateral to secure the loan or all available collateral if the loan cannot be fully secured.

## SBA EXPRESS

The SBA *Express* guaranty is available to lenders as a way to obtain a guaranty on smaller loans up to \$350,000. The program authorizes selected, experienced lenders to use mostly their own forms, analysis and procedures to process, service and liquidate SBA-guaranteed loans. The SBA guarantees up to 50 percent of an SBA *Express* loan. Loans under \$25,000 do not require collateral. The use of loan proceeds is the same as for any basic 7(a) loan. Like most 7(a) loans, maturities are usually five to seven years for working capital and up to 25 years for real estate or equipment. Revolving lines of credit are allowed for a maximum of seven years.

For a list of lenders in your area, contact your local SBA office at: [www.sba.gov/local\\_resources/index.html](http://www.sba.gov/local_resources/index.html). See list of lenders, page 26.

## PATRIOT EXPRESS

The Patriot Express pilot loan initiative is for veterans and members of the military community wanting to

establish or expand a small business. Eligible military community members include:

- Veterans;
- Service-disabled veterans;
- Active-duty servicemembers eligible for the military's Transition Assistance Program;
- Reservists and National Guard members;
- Current spouses of any of the above, including a servicemember;
- The widowed spouse of a servicemember or veteran who died during service or of a service-connected disability.

The Patriot Express loan is offered by SBA's widest network of lenders nationwide and features the fastest turnaround time for loan approvals. Loans are available up to \$500,000 and qualify for SBA's maximum guaranty of 85 percent for loans of \$150,000 or less and 75 percent for loans over \$150,000 up to \$500,000. For loans above \$350,000, lenders are required to take all available collateral.

The Patriot Express loan can be used for most business purposes, including start-up, expansion, equipment purchases, working capital, inventory or business-occupied real-estate purchases.

Patriot Express loans feature SBA's lowest interest rates for business loans, generally 2.25 percent to 4.75 percent over prime depending upon the size and maturity of the loan. Your local SBA district office will have a listing of Patriot Express lenders in your area. More information is available at: <http://www.sba.gov/patriotexpress>. For a list of lenders, see page 26.

## COMMUNITY EXPRESS PILOT LOAN PROGRAM

The Community Express Pilot Loan Program provides streamlined business financing and management and technical assistance to small businesses located in distressed or underserved markets. The Community Express program is offered through hundreds of selected SBA lenders throughout the nation. Under Community Express, approved lenders may use streamlined and expedited loan review and approval procedures to process SBA-guaranteed loans. These lenders may use, to the maximum extent possible, their own loan analysis, loan procedures, and loan documentation to process SBA loans to \$250,000. However, borrowers must receive technical assistance to qualify for this program. For a list of lenders, see page 26.

## SPECIAL PURPOSE 7(A) LOAN PROGRAMS

The 7(a) program is the most flexible of SBA's lending programs. The agency has created several variations to the basic 7(a) program to address the particular financing need of certain small businesses. These special purpose programs are not necessarily for all businesses but may be very useful to some small businesses. They are generally governed by the same rules, regulations, fees, interest rates, etc. as the regular 7(a) loan guaranty. Lenders can advise you of any variations.

## CAPLines

The CAPLines program is designed to help small businesses meet their short-term and cyclical working capital needs. There are five loan programs under the CAPLines umbrella. The programs can be used to finance seasonal working capital needs; finance the direct costs of performing certain construction, service and supply contracts; finance the direct cost associated with commercial and residential construction; finance operating capital by obtaining advances against existing inventory and accounts receivable; and consolidate short-term debt. SBA provides up to an 85 percent guarantee. There are five distinct programs under the CAPLine umbrella:

- **The Contract Loan Program** is used to finance material and labor needs for a specific contract or contracts. Proceeds can be disbursed before the work begins. If used for one contract, it is generally not revolving; if used for more than one contract at a time, it can be revolving. The loan maturity is usually based on the length of the contract, but no more than five years. Contract payment must be sent directly to the lender.
- **The Seasonal Line of Credit Program** is used to support buildup of inventory, accounts receivable or labor and materials above normal usage for seasonal inventory. The business must have been in business for a period of 12 months and must have a definite established seasonal pattern. The loan may be used over again after a "clean-up" period of 30 days to finance activity for a new season. These also may have a maturity of up to five years. The business may not have another seasonal line of credit outstanding but may have other lines for non-seasonal working capital needs.
- **The Builders Line Program** provides financing for small contractors or developers to construct or rehabilitate residential or commercial property. Loan maturity is generally three years but can be extended up to five

years if necessary to facilitate sale of the property. Proceeds are used solely for direct expenses of acquisition, immediate construction and/or significant rehabilitation of the residential or commercial structures. The purchase of the land can be included if it does not exceed 20 percent of the loan proceeds. Up to 5 percent of the proceeds can be used for physical improvements that benefit the property.

- **The Small Asset-Based Line** is a revolving line of credit (up to \$200,000) that provides short term working capital. These lines are generally used by businesses that provide credit to their customers. Disbursements are based on the size of a borrower's accounts receivable and/or inventory. Repayment comes from the collection of accounts receivable or sale of inventory. It does require periodic servicing and monitoring of the collateral for which the lender can charge up to two percent annually to the borrower.
- **The Standard Asset-Based Line** is similar to the Small Asset-Based Line, but for loan amounts over \$200,000. It does require stricter servicing and monitoring and the lender may pass these costs along to the borrower.

## EXPORT ASSISTANCE Trade Financing

The SBA has help for existing small businesses wanting to export goods and services.

## U.S. EXPORT ASSISTANCE CENTER (USEAC)

U.S. Export Assistance Centers, are a partnership among SBA, U.S. Department of Commerce and the Export-Import Bank of the U.S. to provide trade promotion and export-finance assistance for small businesses in a single location. The USEACs also work closely with other federal, state and local international trade organizations. To find the nearest USEAC, go to: <http://www.sba.gov/aboutsba/sbaprograms/internationaltrade/useac/index.html>

### U.S. Export Assistance Center for Oklahoma

Territory: Oklahoma, Arkansas, Iowa, Kansas and Missouri.  
John Blum  
Regional Manager, Export Solutions Group  
Office of International Trade  
8235 Forsyth Blvd., Ste. 520  
St. Louis, MO 63105  
314-425-3304 • 314-425-3381 Fax  
[john.blum@mail.doc.gov](mailto:john.blum@mail.doc.gov)

## EXPORT WORKING CAPITAL PROGRAM

The SBA's Export Working Capital Program assists lenders in meeting the needs of exporters seeking short-term export working capital. This program enables U.S. exporters to obtain loans to fund their direct export costs. The EWCP supports single transactions or revolving lines of credit. The maximum dollar amount of an export line of credit under this program is \$2 million. SBA guarantees up to 90% of a loan amount or \$1.5 million, whichever is less. Loan maturities are generally for a term of 12 months. The guaranty can be reissued for an additional 12 months through a new application process. The guaranty fee the SBA charges is 0.25 percent of the guaranteed amount of the loan for the initial 12 months. The borrower negotiates the interest rate and all other fees with the lender. The program offers flexible terms, low fees and a quick processing time. For information, see [www.sba.gov/services/financialassistance/sbaloantopics/SpecialPurposeLoans/ewcp/index.html](http://www.sba.gov/services/financialassistance/sbaloantopics/SpecialPurposeLoans/ewcp/index.html).

### Eligibility of Exporter

You must have an operating history of at least one year – not necessarily in exporting. The SBA may waive this requirement if you have sufficient export trade experience or other managerial experience.

### Eligibility of Foreign Buyers

The foreign buyer must be a creditworthy entity and the methods of payment must be acceptable to the SBA and the export lender.

### Use of EWCP Proceeds:

- To acquire inventory for export or to be used to manufacture goods for export.
- To pay the manufacturing costs of goods for export.
- To purchase goods or services for export.
- To support standby letters of credit related to export transactions.
- For pre-shipment working capital directly related to export orders.
- For post-shipment foreign accounts receivable financing.

### Ineligible Use of Proceeds

- To support the applicant's domestic sales.
- To acquire fixed assets or capital goods for the applicant's business.
- To support a sale where the exporter is not taking title to the goods.
- To acquire, equip, or rent commercial space overseas.
- To serve as a warranty letter of credit.

## Collateral Requirements

- Collateral for the manufacturing sector typically consists of a first lien on all export-related inventory and export related accounts receivable.
- Collateral for the service sector typically consists of assignment of proceeds of export-related contracts or purchase orders and a first lien on export-related accounts receivable.
- Other collateral may be required.

## How to Apply

A small business exporter seeking a guaranteed EWCP loan must apply to a lender.

## SBA Ex-Im Bank Co-Guarantee

This is designed to provide small business exporters the ability to obtain larger export working capital loans through the Export Working Capital Program than SBA could support alone. This program enables U.S. exporters to obtain loans that facilitate the export of goods or services. Under this program, the total export working capital line, with a 90 percent guarantee, cannot exceed \$2 million. Loan maturities are generally for a term of 12 months. At the end of the 12-month maturity, a borrower may reapply for a new guarantee. The SBA guarantee fee is 0.25 percent of the guaranteed amount of the loan for the initial 12 months. The guarantee fee that Ex-Im Bank charges is 0.25 percent on the loan amount that is guaranteed by them. The borrower negotiates the interest rate and all other fees with the lender.

## Eligibility of Exporter

The same as for the SBA EWCP Program.

## Eligible Buyers

The foreign buyer must be a creditworthy entity located in an acceptable country in conformity with the Ex-Im Bank's Country Limitation Schedule; and the method of payment must be acceptable to the SBA, Export-Import bank and partner lender.

## Use of Proceeds

Generally the same as the SBA EWCP.

## Ineligible Use of Proceeds

- Goods or services with less than 50 percent U.S. content.
- To support the export of any Defense Articles or Defense Services.
- To support the applicant's domestic sales.
- To acquire fixed assets or capital goods for the applicant's business.
- To acquire, equip, or rent commercial space overseas.
- To serve as a Warranty Letter of Credit.

## Collateral Requirements

Same as the SBA EWCP.

## How to Apply

A small business exporter seeking a co-guaranteed loan must apply to a lender that is a participant in SBA's 7(a) Loan Guaranty Program. PLP and SBAExpress processing are not permitted. The lender must submit a completed Joint Application for Working Capital Guarantee and loan package to SBA. SBA evaluates and processes the application in accordance with SBA rules for its Export Working Capital Program.

## INTERNATIONAL TRADE LOAN PROGRAM

The program helps small businesses engaged or preparing to engage in international trade as well as small businesses adversely affected by competition from imports. This program allows for an increased maximum dollar amount of SBA guaranty outstanding to any one business (and affiliates) from \$1.5 million to \$1.75 million. In order to reach the \$1.75 million SBA guaranty ceiling, the borrower must have an international trade loan as well as an SBA working capital loan or line of credit. The international trade loan provides an SBA guarantee up to \$1.5 million of a term loan used for the acquisition, construction, renovation, modernization, improvement or expansion of long-term fixed assets or the refinancing of an existing loan used for these same purposes. In addition a borrower may have a separate working capital loan (term or line of credit) with a maximum SBA guaranty of \$1.25 million. When combined, the maximum SBA guaranty outstanding to any one business is \$1.75 million. The SBA guaranty fee and interest rates are the same as for any standard 7(a) loans.

## Eligibility of Exporter

- Applicants must meet the same eligibility requirements for a 7(a) loan.
- Applicant must establish the loan will significantly expand or develop an export market, or the applicant has been adversely affected by import competition, and, in addition, the applicant must show that upgrading equipment or facilities will improve its competitive position.

## SUCCESS STORY

## Phil Gordon Busey Sr.

continued from page 7

Company to provide field service operations in the Powder River Basin, Wyoming. DRG assumed a 65-person field service unit for coal bed methane gas extraction and acquired over \$5 million of equipment and vehicles. DRG improved performance for Marathon, with assets exceeding record production amounts, improved employee retention, and safety and quality systems, while providing substantial cost savings. Marathon named DRG the 2008 "Living Our Values" National Diversity Supplier of the Year in recognition of their outstanding performance.

In 2008, Busey's business was awarded a five-year contract by the Air Force as the prime contractor for the E-3 program with Boeing subcontracting. That same year, the Department of Defense recognized DRG with

the "Patriot Award" and the "Above and Beyond Award" for their support of employees serving in the National Guard.

Busey believes diversification of DRG's customer base enabled it to remain virtually untouched by the economic downturn and is essential to its future growth. DRG is continuing to expand by offering seminars in management, communication and leadership to a wide variety of students, both in the military and in private business.

Over the past several years, DRG has been recognized as one of the fastest growing companies in America by INC. 500. The company was honored by the Oklahoma Minority Supplier Development Council as the Small Minority Business Supplier of the Year

for 2008, and has been named to the Oklahoma City Chamber Metro 50 three times since 2005.

Busey and Cathy, his wife of 30 years, are both alumni of Oklahoma City University (OCU). They believe the primary mission of a successful business is to give back to the community. They fund annual minority scholarships to the OCU Meinders School of Business. Since 2006, they have sponsored and hosted three summits on Oklahoma Business at OCU and in 2005 and 2006 offered, with VA sponsorship, two summits for minority veteran-owned businesses. In 2008, they created the Busey Leadership Institute at Meinders.

- If eligibility is based on entering or expanding export sales, the applicant must submit a one or two page international business plan, including sufficient information to reasonably support the likelihood of expanded export sales.

### Use of Proceeds

- For facilities or equipment, including purchasing land and building(s); building new facilities; renovating, improving, or expanding existing facilities; purchasing or reconditioning machinery, equipment and fixtures; and making other improvements that will be used within the United States for producing goods or services.

### Collateral Requirements - Collateral requirements are the same as for regular 7(a) loans.

**How to Apply** - A small business exporter seeking a guaranteed loan must apply to an SBA participating lender. Call your local SBA District Office for a list of participating lenders.

## EXPORT EXPRESS

The Export Express program is designed to help SBA meet the export financing needs of small businesses. It is

a subprogram of SBAExpress and is therefore subject to the same loan processing, making, closing, servicing, and liquidation requirements as well as the same maturity terms, interest rates, and applicable fees as for other SBA loans except as noted below. The total Export Express loan cannot exceed \$250,000. SBA guarantees 85 percent for loans of \$150,000 and under and 75 percent for loans greater than \$150,000 to \$250,000. SBA allows participating lenders to make their own credit decisions. SBA provides a quick processing time, less than 36 hours.

### Eligible Buyers - The same as for the Export Working Capital Program.

### Use of Proceeds

- Finance standby letters of credit used for either bid or performance bonds;
- Finance export development activities such as export marketing and promotional activities, participation in foreign trade shows, translation of product literature for foreign markets, and other activities designed to initiate or expand the applicant's export of its products/services from the U.S.;
- Provide transaction-specific financing for overseas orders;

- Provide revolving lines of credit for export purposes, the term of which must not exceed seven years. In some instances, as a normal course of business, the borrower may use portions of revolving lines of credit for domestic purposes, but no less than 70 percent of the revolver to be used for export related purposes;
- Provide term loans and other financing to enable small business concerns, including small business export trading companies to develop foreign markets; and
- Acquire, construct, renovate, modernize, improve or expand production facilities or equipment to be used in the U.S. in the production of goods or services to be exported from the U.S.

### Ineligible Use of Proceeds

Proceeds may not be used to finance overseas operations, other than those strictly associated with the marketing and/or distribution of products/services exported from the U.S.

### How to Apply

The application process is the same for the SBAExpress, except the applicant must demonstrate that loan proceeds

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will enable it to enter a new export market or expand an existing export market. The applicant must submit to the lender a plan that includes projected export sales for the upcoming year as well as the dollar volume of export sales for the previous year.

## COMMUNITY ADJUSTMENT AND INVESTMENT PROGRAM

The Community Adjustment & Investment Program helps communities that suffered job losses due to changing trade patterns following the North American Free Trade Agreement. The North American Development Bank has partnered with the SBA and the U.S. Departments of Agriculture and the Treasury to make credit available to businesses in affected communities to help create or retain jobs.

## SBA'S NON-7(A) LOAN PROGRAMS

In addition to the 7(a) Loan Program SBA has three other non-disaster assistance programs which can help small businesses gain access to capital and bonding.

## OKLAHOMA SBA LENDERS

### Oklahoma

(As of August 1, 2010. Current list of lenders is available at [www.sba.gov/ok](http://www.sba.gov/ok))

### SBA Preferred & Express Lenders

Certain lenders throughout the Nation are given authority to take on more of the responsibilities associated with loan making and administration from SBA based on their historical experience and performance with the Agency. These delegations allow the lender to streamline the SBA loan approval process and obtain much quicker guaranty decisions – generally within 48 business hours depending on the program utilized. Below is a list of Oklahoma Lenders who participate in each loan program.

### Preferred Lenders Program (PLP)

Under the SBA Preferred Lenders Program (PLP), SBA delegates loan approval, closing, and most servicing and liquidation authority and responsibility to these carefully selected lenders. SBA will continue to check loan eligibility criteria under this program. The credit criterion for PLP loans is the same as that for the regular 7(a) program.

**Ada**  
**Vision Bank, N.A. (SX/PX)**  
580-436-8327

**Broken Arrow**  
**AVB (SX/PX/CX)**  
918-251-9611

**The First National Bank & Trust Co. (SX/PX)**  
918-251-5371

**Broken Bow**  
**1st Bank & Trust (SX/PX)**  
580-584-9123

**Catoosa**  
**Bank of the Lakes, N.A. (SX/PX)**  
918-266-5757

**Chickasha**  
**Chickasha Bank & Trust Co. (SX/PX)**  
405-222-0550

**The First National Bank & Trust Co. (SX)**  
405-224-2200

**Claremore**  
**RCB Bank (SX/PX)**  
918-342-7223

**Duncan**  
**First Bank & Trust Co. (SX)**  
580-255-1810

**Edmond**  
**First Commercial Bank (SX/CX)**  
405-844-0110

**Kirkpatrick Bank (SX/PX)**  
405-341-8222

**Elk City**  
**Great Plains National Bank (SX/PX/CX)**  
580-225-2265

**Enid**  
**Central National Bank & Trust Co. (SX)**  
580-213-1700

**Hydro**  
**Bank of Hydro (SX)**  
405-663-2214

**Kremlin**  
**Bank of Kremlin (PLP/SX/PX/CX)**  
580-874-2244

**McAlester**  
**The Bank, N.A. (SX/PX)**  
918-423-2265

**Muskogee**  
**First National Bank of Muskogee (SX)**  
918-681-7112

**Oklahoma City**  
**Allegiance Credit Union (SX)**  
405-789-7900 ext. 2242

**BancFirst (PLP/SX/PX)**  
405-270-4736

**Bank 2 (SX)**  
405-946-2265

**Bank of the West (PLP/SX)**  
405-936-3808

**Coppermark Bank (SX/PX)**  
405-951-9026

**First Fidelity Bank, N.A. (SX)**  
405-416-2393

**First National Bank of Oklahoma (SX)**  
405-848-2001

**International Bank of Commerce (SX)**  
405-775-8046

**Intrust Bank, N.A. (PLP/SX/PX/CX)**  
405-949-6548

**JP Morgan Chase Bank, N.A. (PLP/SX/PX/CX)**  
405-440-8535

**MidFirst Bank (SX/PX)**  
405-767-7402

**Oklahoma Fidelity Bank (SX)**  
405-507-3133

**Union Bank (SX)**  
405-782-4398

**Valliance Bank (SX/PX)**  
405-286-5743

**Weokie Credit Union (SX/PX)**  
405-235-3030

**Okmulgee**  
**The First National Bank & Trust Co. (SX)**  
918-758-2402

**Owasso**  
**First Bank of Owasso (SX/PX)**  
918-272-3141

**Perkins**  
**Payne County Bank (SX)**  
405-547-2436

**Purcell**  
**First American Bank (SX/PX)**  
405-366-3234

**Sallisaw**  
**First National Bank, Sallisaw (SX)**  
918-775-9136

**Sapulpa**  
**ONB Bank & Trust Company (PLP/SX/CX)**  
918-499-4144

**Stillwater**  
**Arvest Bank (PLP/SX/PX)**  
405-385-5881

**Citizens State Bank (SX/PX)**  
405-533-3737

**Exchange Bank & Trust Co. (SX/PX)**  
405-742-0202

**Tulsa**  
**American State Bank (SX/PX)**  
918-428-2211

**Bank of Oklahoma, N.A. (PLP/SX/PX)**

918-746-7484

**CIT Small Business Lending Corp. (PLP/PX)**

918-270-4448

**Citizens Bank of Oklahoma (SX)**

918-712-4720

**Citizens Security Bank & Trust Co. (SX/PX)**

918-293-1733

**Commerce Bank, N.A. (PLP/SX/PX)**

918-879-2234

**First Oklahoma Bank (SX/PX/CX)**

918-392-2501

**NBanC (SX)**

918-499-5990

**Red Crown Federal CU (SX/PX)**

918-477-3206

**Security Bank (SX)**

918-664-6100

**Triad Bank, N.A. (SX)**

918-254-1444

**Tulsa National Bank (SX/PX)**

918-497-5207

**UMB Bank, N.A. (PLP/SX/PX)**

918-295-2003

**Weatherford****First National Bank & Trust Co. (SX)**

580-772-5574

**Southwest National Bank (SX)**

580-774-0900

**Wynnewood****The State Bank of Wynnewood (SX/PX)**

405-665-2001

**Yukon****Yukon National Bank (SX)**

405-354-5281

**CERTIFIED DEVELOPMENT  
COMPANY LOAN PROGRAM  
(504 LOANS)**

The 504 Loan Program is an economic development program that supports American small business growth and helps communities through business expansion and job creation. This SBA program provides long-term, fixed-rate, subordinate mortgage financing for acquisition and/or renovation of capital assets including land, buildings and equipment. Most for-profit small businesses are eligible for this program. The types of businesses excluded from 7(a) loans (listed previously) are also excluded from the 504 loan program.

Loans are provided through Certified Development Companies. CDCs work with banks and other lenders to make loans in first position on reasonable terms, helping lenders retain growing customers and provide Community Redevelopment Act credit.

The SBA 504 loan is distinguished from the SBA 7(a) loan program in these ways:

**The maximum debenture, or long-term loan, is:**

- \$1.5 million for businesses that create a certain number of jobs or improve the local economy;
- \$2 million for businesses that meet a specific public policy goal, including veterans; and
- \$4 million for manufacturers.

Recent additions to the program allow \$4 million for each project that reduces the borrower's energy consumption by at least 10 percent; and \$4 million for each project that generates renewable energy fuels, such as biodiesel or ethanol production. Projects eligible for up to \$4 million under one of these two requirements do not have to meet the job creation or retention requirement, so long as the CDC portfolio average is at least \$50,000.

- Eligible project costs are limited to long-term, fixed assets such as land and building (occupied by the borrower) and substantial machinery and equipment. Working capital is not an eligible use of proceeds.
- Most borrowers are required to make an injection (borrower contribution) of just 10 percent which allows the business to conserve valuable operating capital. A further injection of 5 percent is needed if the business is a start-up or new (less than 2 years old) and a further injection of 5 percent is also required if the primary collateral will be a single purpose building.
- Two-tiered project financing: a lender finances approximately 50 percent of the project cost and receives a first lien on the project assets (but no SBA guaranty); A CDC (backed by a 100% SBA-guaranteed debenture) finances up to 40% of the project costs secured with a junior lien. The borrower provides the balance of the project costs.
- Fixed interest rate on SBA loan. SBA guarantees the debenture 100 percent. Debentures are sold in pools monthly to private investors. This low, fixed rate is then passed on to the borrower and establishes the basis for the loan rate.
- All project-related costs can be financed, including acquisition (land and building, land and construction of building, renovations, machinery and equipment) and soft costs, such as title insurance and appraisals. Some closing costs may be financed.

- Collateral is typically a subordinate lien on the assets financed; allows other assets to be free of liens and available to secure other needed financing.
- Long-term real estate loans are up to 20-year term, heavy equipment 10 or 20-year term and are self-amortizing.

**Businesses that receive 504 loans are:**

- Small — net worth under \$8.5 million, net profit after taxes under \$3 million, or meet other SBA size standards.
- Organized for-profit.
- Most types of business — retail, service, wholesale or manufacturing.

The SBA's 504 certified development companies serve their communities by financing business expansion needs. Their professional staffs works directly with borrowers to tailor a financing package that meets program guidelines and the credit capacity of the borrower's business. For information, visit [www.sba.gov/services](http://www.sba.gov/services), then choose "SBA Loans" from the links in the right-hand column. Click on "CDC/504 Program."

**OKLAHOMA CDC LENDERS****Metro Area Development Corp. (MADCO)**

6412 N. Santa Fe Ave., Ste. C  
Oklahoma City, OK 73116  
Contact: Dan Fitzpatrick  
405-424-5181 • 405-424-1781 Fax  
madco@rhes.com  
[www.MADCO.net](http://www.MADCO.net)

**Rural Enterprises of Oklahoma, Inc. (REI)**

P.O. Box 1335  
Durant, OK 74702  
800-658-2823 • 580-920-2745 Fax  
[www.ruralenterprises.com](http://www.ruralenterprises.com)

**Alva Office**

Contact: Laura Girty  
580-748-1375  
lgirty@ruralenterprises.com

**Durant Office**

Contact: Susan Bates  
580-924-5094  
susan@ruralenterprises.com

**Lawton Office**

Contact: Gilmer Capps  
580-583-3725  
gcapps@ruralenterprises.com

**Oklahoma City Office**

Contact: Katherine Faison  
405-319-8190  
kfaison@ruralenterprises.com

**Tulsa Office**

Contact: Sam Vaverka  
918-994-4370  
svaverka@ruralenterprises.com

**Small Business Capital Corp. (SBCC)**

15 W. Sixth St., Ste. 1214  
Tulsa, OK 74119-5406  
Contacts: Peggy Rice and Judy Roach  
918-584-3638 • 918-599-8339 Fax  
peggyrice@sbcc-ok.com  
JRoach@SBCC-OK.com  
[www.SBCC-OK.com](http://www.SBCC-OK.com)

### **Tulsa Economic Development Corp. (TEDC)**

907 S. Detroit Ave., Ste. 1001  
Tulsa, OK 74120  
Contacts: Rose Washington-Rentle and  
Peggy Prudom  
918-585-8332 • 918-585-2473 Fax  
Rose@TEDCNET.com  
Peggy@TEDCNET.com  
www.TEDCNET.com

## **MICROLOAN PROGRAM**

The Microloan Program provides small loans ranging from under \$500 to \$50,000. Under this program, the SBA makes funds available to nonprofit intermediaries that, in turn, make the loans directly to entrepreneurs, including veterans. Proceeds can be used for typical business purposes such as working capital, machinery and equipment, inventory and leasehold improvements. Interest rates are negotiated between the borrower and the intermediary.

For more information, go to [www.sba.gov/services](http://www.sba.gov/services), then choose "SBA Loans" from the links in the right-hand column. From there, click on "Micro Loans."

### **OKLAHOMA MICROLENDERS**

#### **Greenwood Community Development Corporation**

131 N. Greenwood Ave.  
Tulsa, OK 74120  
Executive Director: Reuben Gant  
Microlending: Reginald King  
918-585-2226 or 918-585-2084  
918-585-9268 Fax  
rgant@greenwoodchambertulsa.com  
rking@greenwoodchambertulsa.com

#### **Little Dixie Community Action Agency**

209 N. 4th St.  
Hugo, OK 74743  
Executive Director: Brenda Needham  
Microlending: Carol Buster  
580-326-5165 • 580-326-0556 Fax  
bneedham@littledixie.org  
cbuster@ldcaa.org

#### **Rural Enterprises of Oklahoma, Inc.**

2912 Enterprise Blvd.  
Durant, OK 74702  
President/CEO: Tom Smith  
Microlending: Debbie Partin  
Microlending: Susan Bates  
580-924-5094 • 580-920-2745 Fax  
susan@ruralenterprises.com  
debbiep@ruralenterprises.com

#### **Tulsa Economic Development Corporation**

907 South Detroit Ave.  
Tulsa, OK 74120  
Executive Director: Rose Washington-Rentle  
Loan Manager: Peggy Prudom  
Portfolio Manager: Tara Martin  
918-585-8332 • 918-585-2473 Fax  
rose@tedcnet.com  
peggy@tedcnet.com  
tara@tedcnet.com

## **THE SURETY BOND GUARANTEE PROGRAM**

The Surety Bond Guarantee Program is a public-private partnership between the federal government and surety companies that provides small businesses with the bonding assistance necessary for them to compete for government and private contracting opportunities. The guarantee provides incentive for sureties to bond small businesses that would otherwise be unable to obtain bonding. The program is aimed at small businesses that lack the working capital or performance track record necessary to secure bonding on a reasonable basis through regular commercial channels.

Through this program, the SBA guarantees bid, payment, performance and ancillary bonds issued by surety companies for individual contracts of up to \$2 million. Under the American Recovery and Reinvestment Act, SBA can guarantee up to \$5 million, and up to \$10 million on a federal contract, if the contracting officer certifies that the guarantee is in the best interest of the government. The SBA reimburses sureties between 70 and 90 percent of losses sustained if a contractor breaches the terms of the contract.

The SBA has two program options available, the Prior Approval Program (Plan A) and the Preferred Surety Bond Program (Plan B). In the Prior Approval Program, SBA guarantees 90 percent of a surety's paid losses and expenses on bonded contracts up to \$100,000, and on bonded contracts greater than \$100,000 that are awarded to socially and economically disadvantaged and HUBZone contractors and veterans and service-disabled veteran owned small businesses. All other bonds guaranteed in the Plan A Program receive an 80 percent guarantee. Sureties must obtain SBA's prior approval for each bond guarantee issued. Under Plan B, SBA guarantees 70 percent, but sureties may issue, monitor and service bonds without SBA's prior approval.

For more information on the Surety Bond Guarantee Program, visit SBA's website at: [www.sba.gov/osg](http://www.sba.gov/osg).

### **OKLAHOMA**

#### **Babb Bonding, Inc.**

801 E. Kiehl  
Sherwood, AR 72124  
501-834-5801  
alan@babbbonds.com  
(Licensed In OK)

#### **Barbour Group, LLC**

20 Liberty St., Ste. 2D  
Westminster, MD 21157  
410-876-9610 • 410-876-9954 Fax  
info@thebarbournroup.com  
(Licensed In OK)

#### **Blair Insurance Services, Inc.**

1201 Logan Blvd.  
Altoona, PA 16602  
814-946-9486  
blairbonni@aol.com  
www.blair-insurance.com  
(Licensed In OK)

#### **BondPro, Inc.**

217 S.E. Choctaw Ave.  
Bartlesville, OK 74003  
918-337-4100 • 918-337-4101 Fax

#### **CCI Surety, Inc.**

1710 N. Douglas Dr., Ste. 110  
Golden Valley, MN 55422  
763-543-6993 • 763-546-1822 Fax  
www.ccisurety.com  
(Licensed In OK)

#### **Insurance Source, Inc.**

4111 Telegraph Rd.  
St. Louis, MO 63129  
314-416-2602 • 314-416-1011 Fax  
marke@theinsurancesource.com  
(Licensed In OK)

#### **KPS Insurance Services, Inc.**

10650 Treena St., Ste. 109  
San Diego, CA 92131  
858-538-8822 • 858-346-9298 Fax  
(Licensed In OK)

#### **Surety Support Services Inc**

7255 W. 98th Terr, #170  
Overland Park, KS 66282  
913-385-7760 • 913-385-7699 Fax  
gary@suretyss.com  
www.suretyss.com  
(Licensed In OK)

#### **The Surety Group Agency, LLC**

1900 Emery St., Ste. 120  
Atlanta, GA 30318  
404-352-8211 • 404-351-3237 Fax  
kelly@suretygroup.com  
www.suretygroup.com  
(Licensed In OK)

#### **Viking Bond Service, Inc.**

22601 N. 19th Ave., Ste. 210  
Phoenix, AZ 85027  
623-933-9334 ext. 16  
cynthiab@vbsbond.com  
(Licensed In OK)

#### **Wells Fargo Insurance Services USA, Inc.**

5755 Mark Dabling Blvd., Ste. 300  
Colorado Springs, CO 80919  
719-592-1177  
christina.schulman@wellsfargo.com  
(Licensed In OK)



# LOAN GUARANTY PROGRAMS

(Information current as of March 2010 • All SBA programs and services are provided on a nondiscriminatory basis.)

U.S. Small Business Administration

Program	Maximum Amount	Percent of Guaranty	Use of Proceeds	Maturity	Maximum Interest Rates	Guaranty Fees	Who Qualifies	Benefits to Borrowers
<b>7(a) Loans</b>								
<b>7(a) Basic</b>	\$2 million gross (\$1.5 million guaranty)	Check with local SBA District Office for current information.	Expansion/renovation; new construction, purchase land or buildings; purchase equipment, fixtures, lease-hold improvements; working capital; refinance debt for compelling reasons; seasonal line of credit, inventory	Depends on ability to repay. Generally working capital & machinery & equipment (not to exceed life of equipment) is 5-10 years; real estate is 25 years.	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	Must be for profit & meet SBA size standards; show good character, credit, management, & ability to repay. Must be an eligible type of business.	Long-term financing; Improved cash flow; Fixed maturity; No balloons; No prepayment penalty (under 15 years)
<b>SBAExpress</b> Lender approves. Minimal SBA paperwork.	\$350,000	Check with local SBA District Office for current information.	May be used for revolving lines of credit (up to 7 year maturity) or for a term loan (same as 7(a)).	See 7(a)	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	See 7(a)	Faster turnaround; Streamlined process; Easy-to-use line of credit
<b>Community Express.</b> Lender approves. Minimal SBA paperwork.	\$250,000	Check with local SBA District Office for current information.	May be used for revolving lines of credit (up to 7 year maturity) or for a term loan (same as 7(a)).	See 7(a)	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	HUBZones; LMI areas; All loans of \$25,000 or less	Faster turnaround; Streamlined process; Easy-to-use line of credit; Technical assistance provided
<b>Priority Express</b> Lender approves. Minimal additional SBA paperwork.	\$500,000	Check with local SBA District Office for current information.	See 7(a)	See 7(a)	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	See 7(a). In addition, small business must be owned & controlled by one or more of the following groups equating 51% total ownership: veteran, active-duty military, reservist or National Guard member or a spouse of any of these groups, or a widowed spouse of a service member or veteran who died during service or of a service connected disability.	Lower interest rate maximums than other SBA Express programs Less paperwork Fast turnaround Expanded eligibility Electronic application
<b>PLines: Short-term/Revolving Lines of Credit; Seasonal Contract Lenders Standard/All Asset-Based</b>	\$2 million (small asset based limited to \$200,000)	Check with local SBA District Office for current information.	Finance seasonal working capital needs; cost to perform; construction costs, advances against existing inventory and receivables, consolidation of short-term debts.	Up to 5 years	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	See 7(a) Existing business	Funds short-term working capital; Various lines of credit; Allows business to obtain contracts; Larger in size for business growth; Can be used to create current assets; Can be used to finance existing current assets
<b>International Trade</b>	\$2 million (separate working-capital loan + IT loan together may have \$1.75 million combined guaranty but the guaranty portion cannot exceed \$1.25 million)	Check with local SBA District Office for current information.	IT loan must be used only for the acquisition of long-term, fixed assets. A separate working-capital loan may be used for working capital needs associated with international trade.	Up to 25 years.	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	Small businesses (see 7(a) for qualifications) engaged/preparing to engage in international trade/adversely affected by competition from imports.	Long-term financing for land and building where assets are used to produce products for export.
<b>Export Working Capital Program</b> Single application, fast turnaround, may apply for prequalification letter.	\$2 million (may be combined with International Trade loan)	Check with local SBA District Office for current information.	Short-term, working-capital loans for exporters	Matched single transaction cycle or generally 1 yr. for line of credit.	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	Small businesses 7(a) for other qualifications, those who need short-term working capital.	Short-term working capital for export needs; Inexpensive minimum guaranty fee 1/4 of 1%; Revolving or transaction based; Allows specific financing for exporting without disrupting domestic financing & business plan
<b>Non-7(a) Loans</b>								
<b>Microloans</b> Provided through non-profit lending organizations; technical assistance also provided.	\$35,000 (total loan amount to small business borrower)	Check with local SBA District Office for current information.	Purchase machinery & equipment, fixtures, lease-hold improvements; finance increased receivables; working capital. Cannot be used to repay existing debt.	Shortest term possible, not to exceed 6 years	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	Same as 7(a) except non-profit day care	Direct loans from non-profit intermediary lenders; Fixed-rate financing; Very small loan amounts; Technical assistance available
<b>504 Loans</b> Provided through Certified Development Companies (CDCs) which are licensed by SBA.	504 loan maximum amount ranges from \$1.5 million to \$4.0 million depending on type business.	Check with local SBA District Office for current information.	Long-term, fixed-asset loans; Lender (non-guaranteed) financing secured by first lien on project assets. 504 loan provided from SBA 100% guaranteed debenture sold to investors at fixed rate secured by 2nd lien.	504 Loan: 10- or 20-year term; Lender (unguaranteed) financing may have a shorter term.	Check with local SBA District Office for current information.	Check with local SBA District Office for current information.	For profit businesses that do not exceed \$8.5 million in tangible net worth and do not have average net income over \$3 million for past 2 years.	Fees under 3%; Long-term fixed rate; Low down payment; Full amortization; no balloons

# CONTRACTING OPPORTUNITIES

# FEDERAL PROCUREMENT OPPORTUNITIES

## How to Apply for Government Contracts

The U.S. government is the largest single purchaser of goods and services in the world, buying everything from armored tanks to paper clips. Every year, the federal government awards more than \$500 billion in contracts, and a significant share of those contracts are specifically allotted to small businesses.

The SBA works with agencies to award at least 23 percent of all prime government contracts to small businesses, with specific statutory goals for small businesses that are disadvantaged, women-owned, service-disabled veteran-owned, or located in historically underutilized business zones (HUBZone).

The agency ensures that small businesses have access to long-lasting development opportunities, which means working with small businesses to help them stay competitive, as well as encouraging federal agencies to award more contracts to small businesses. The SBA features outreach programs, matchmaking events, and online training opportunities; and helps agencies identify opportunities for small businesses.

### HOW GOVERNMENT CONTRACTING WORKS

#### Sealed bidding vs. Negotiation

There are two methods the government uses to purchase goods and services. The first method, sealed bidding, involves issuing an invitation for bid by a procuring agency. A contract is usually awarded to the lowest priced bidder. The second method, negotiation, involves issuing a request for proposal or quotations, along with the negotiation for each element in the proposal. The business with the best proposal in terms of technical content, price and other factors wins the contract.

#### Types of Contracts

Fixed price contracts places the responsibility for the costs and risk of loss on the contractor. Firm fixed price



contracts do not permit any adjustment on the basis of the contractor's costs during the performance of the contract. This type of contract is used in all sealed bid and some negotiated procurements.

Cost reimbursement contracts provide for the payment of allowable costs incurred by the contractor, to the extent stated in the contract. The contract establishes a ceiling price, above which a contractor may not exceed without the approval of the contracting officer. Cost reimbursement contracts are used in research contracts that have commercial applicability.

Some contracts do not fit neatly into these two categories, such as time and material contracts (prices for hourly wages are fixed but the hours are estimated) and letter contracts (authorizes a contractor to begin work on an urgent requirement).

#### Small Business Set-Asides

A "set-aside" for small businesses reserves an acquisition exclusively for small business concerns. There are two ways in which set-asides can be determined. First, if an acquisition of goods or services has an anticipated dollar value of at least \$3,000 but not

exceeding \$100,000, it is automatically reserved for small businesses. The acquisition will be set aside only if the contracting officer determines there probably won't be two or more responsible small business concerns that are competitive in terms of market prices, quality and delivery. Second, if an acquisition of goods or services is more than \$100,000, and if it's likely offers will be obtained from at least two responsible small business concerns, and if awards will be made at fair market prices, the acquisition is reserved for small business concerns. Reasonable expectations may be evaluated using past acquisition history of an item or similar items.

There are several exceptions and unique rules for specific kinds of small businesses and industries. For R&D small business set-asides, there must be reasonable expectation of obtaining from small businesses the best scientific and technological sources consistent with the demands of the proposed acquisition. For small business set-asides other than for construction services, any concern proposing to furnish a product that it did not itself manufacture must furnish the product of a small business

manufacturer unless the SBA has granted either a waiver or exception to the non-manufacturer rule. In industries where the SBA finds that there are no small business manufacturers, it may issue a waiver to the non-manufacturer rule. Waivers permit small businesses to provide any domestic firm's product.

### Subcontracting

Subcontracting opportunities are a great resource to small businesses, especially to those not ready to bid as prime contractors. Experience gained from subcontracting can better prepare businesses to bid for larger, prime contracts.

Current regulations stipulate for contracts offering subcontracting opportunities and that are over \$550,000 for goods and services, or \$1 million for construction, large business prime contractors must offer maximum practicable opportunity to small businesses. Large business prime contractors must submit a plan describing how they will successfully subcontract to small businesses.

To find subcontracting opportunities, find a list of prime contractors through the Subcontracting Directory at [www.gsa.gov](http://www.gsa.gov) and [www.sba.gov](http://www.sba.gov). Research the primes and determine which are best suited for your business. Develop a marketing strategy, and then contact the Small Business Liaison Officer listed for each prime to schedule an appointment.

### CERTIFICATE OF COMPETENCY PROGRAM

The Certificate of Competency Program allows a small business to appeal a contracting officer's determination that it is unable to fulfill the requirements of a specific government contract on which it is the apparent successful bidder. The SBA will conduct a detailed review of the firm's technical and financial capabilities to perform on the contract. If the business demonstrates the ability to perform, the SBA issues a certificate of competency to the contracting officer, requiring award of that contract to the small business.

### WHAT YOU SHOULD KNOW ABOUT YOUR BUSINESS

To be eligible to bid on a federal contract, you must know your business. Answer the following three questions:

#### 1. Are you a small business?

- Is your small business:
- Organized for profit?

- Located in the U.S.?
- Operated primarily within the U.S. or making a significant contribution to the U.S. economy through payment of taxes or use of American products, materials, or labor?
- Independently owned and operated?
- Not dominant in the field of operation in which it is bidding for government contracts?
- A sole proprietorship, partnership, corporation, or any other legal form?

If the first six criteria apply to your business, ask yourself the second important question to find out if your business meets size standard requirements.

#### 2. What is the size standard for your business?

Size standards are used to determine whether a business is small or "other than small". Size standards vary depending upon the industry. To determine the size standard for your business, you will need a NAICS code and an SIC code. Every federal agency uses these codes when considering your business.

Some SBA programs require their own unique size standards. To find out more about these requirements and other size standard information, go to: <http://www.sba.gov/contractingopportunities/officials/size/index.html>

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### 3. Do you fall under a specific certification?

Under the umbrella of “small business,” SBA has outlined several specific certifications that businesses may fall under. These certifications are divided into two categories: SBA-Certified and Self-Certified.

The SBA-Certified Programs were created to assist specific groups in securing federal contracts and therefore can only be granted by SBA administrators. However, you can determine for yourself if your business meets the requirements of the Self-Certified Programs by referring to the Federal Acquisition Regulations (FAR).

Just as small businesses have been given the goal of procuring 23 percent of federal contracting dollars, so too have a few of these certifications been given specific contracting goals. These goals are:

- 5 percent of contracts go to Small Disadvantaged Businesses\*
- 5 percent go to Women-Owned Small Businesses
- 3 percent go to Service-Disabled Veteran-Owned Small Businesses
- 3 percent go to HUBZone Small Businesses

#### **(\*Small Disadvantaged Businesses is not a certification program)**

Federal agencies have a strong incentive to fulfill these contracting goals. You should apply for those SBA-Certified and Self-Certified programs for which you qualify to take advantage of contracting opportunities.

## HUBZone

HUBZones (Historically Underutilized Business Zones) are SBA-designated geographic regions that have been historically underutilized. There is a federal governmentwide goal of awarding at least 3 percent of contracting dollars to small businesses in HUBZones. The HUBZone Program also establishes preference for award of federal contracts to small businesses in these areas. To be eligible for the HUBZone Program, businesses:

- Must have their headquarters located in a HUBZone;
- 35 percent of their employees must reside in a HUBZone;
- Must be at least 51 percent owned by one or more U.S. citizens, a community development corporation, an agricultural cooperative, or an Indian tribe.

Existing businesses that choose to move to qualified areas are eligible. To fulfill the requirement that 35 percent of a HUBZone firm’s employees reside in a

HUBZone, employees must maintain a primary residence in a HUBZone for at least 180 days or be currently registered to vote in that area.

#### **SBA is responsible for:**

- Determining whether or not individual concerns are qualified HUBZone small business concerns;
- Maintaining a list of qualified HUBZone small business concerns for use by acquisition agencies in awarding contracts under the program;
- Adjudicating protests and appeals of eligibility to receive HUBZone contracts.

For additional information, visit: [www.sba.gov/hubzone](http://www.sba.gov/hubzone).

## 8(A) BUSINESS DEVELOPMENT PROGRAM

The 8(a) Business Development Program is a nine year program established to assist eligible socially and economically disadvantaged individuals develop and grow their businesses. Business development assistance includes one-to-one counseling, training workshops, and other management and technical guidance. To be eligible for the 8(a) program, a business must be:

- A small business;
- Owned by one or more U.S. citizens;
- Be established for two full years before applying;
- Owned (at least 51 percent) and controlled by one or more individuals who qualify as socially and economically disadvantaged;
- Managed and operated by the disadvantaged individual upon whom eligibility is based.

**Socially disadvantaged** individuals are those who have been subjected to racial or ethnic prejudice or cultural bias because of their identity as a member of a group without regard to their individual capabilities. The following individuals are presumed to be socially disadvantaged: Black Americans, Native Americans, Hispanic Americans, Asian Pacific Americans, and Subcontinent Asian Americans. An individual who is not a member of one of these groups must establish individual social disadvantage by a preponderance of evidence. **Economically disadvantaged** individuals are socially disadvantaged individuals whose ability to compete in the free-enterprise system has been impaired due to diminished capital and credit opportunities as compared to others in the same or similar line of business who are not socially disadvantaged.

For initial 8(a) Program certification, the **net worth** of an individual claiming disadvantage must be less than \$250,000. For continued 8(a) Program eligibility after admission, the net worth must be less than \$750,000. In determining net worth, SBA will exclude the ownership interest in the applicant business and the equity in the primary residence.

For additional information, visit: [www.sba.gov/aboutsba/sbaprograms/8abd/index.html](http://www.sba.gov/aboutsba/sbaprograms/8abd/index.html).

## SDB

An SDB (Small Disadvantaged Business) is defined as one that is at least 51 percent owned and controlled by one or more individuals who are socially and economically disadvantaged. Congress has directed that individuals who are members of certain ethnic groups are presumed to be disadvantaged. Other persons, including women and persons of any race, can also qualify by establishing their disadvantaged status.

Firms self-certify as SDB for federal prime contracts and subcontracts without submitting any application to SBA. To self-certify, firms should update their CCR profiles and update their ORCA profiles, making sure that both profiles reflect their SDB status.

## SDVOSB

The SDVOSB (Service-Disabled Veteran-Owned Small Business) Program has a federal government-wide goal of awarding at least 3 percent of contracting dollars to Service-Disabled Veteran-Owned Small Businesses each year.

The SDVOSB Protest is administered by SBA to ensure that only businesses owned by service-disabled veterans receive contracts reserved exclusively for them. When a business’s SDVOSB self-certification is challenged, SBA determines if the business meets the status, ownership, and control requirements.

Veterans and service-disabled veterans may participate in all SBA procurement programs. To determine your eligibility, contact your local veterans business development officer, visit the various program websites, or contact SBA’s Office of Veterans Business Development at:

[www.sba.gov/vets](http://www.sba.gov/vets).

For additional information, visit: [www.sba.gov/aboutsba/sbaprograms/gc/programs/gc\\_service\\_disabled.html](http://www.sba.gov/aboutsba/sbaprograms/gc/programs/gc_service_disabled.html).

For more information on certifications not described in depth here, refer to the glossary of terms on the following page.

### **Oklahoma Bid Assistance Network** <http://www.okbid.org>

The Oklahoma Bid Assistance Network (OBAN) will lead you through the maze of government procurement. This network, established in 1986 by the Oklahoma Department of Career and Technology Education, trains Oklahoma firms to successfully compete for and perform government contracts. Services are delivered from 17 Technology Centers across the state.

Protect yourself from missing valuable opportunities. OBAN provides detailed information on the goods and services that government agencies are buying today and provides rapid access to valuable research information, including information on previous buying trends.

Call your nearest local Bid Assistance Center today for more information.

### **Oklahoma Department of Career and Technology Education**

1500 W. Seventh Ave.  
Stillwater, OK 74074  
405-743-6858 Fax

Carter Merkle, **Program Manager**  
405-743-5592  
[carter@okbid.org](mailto:carter@okbid.org)

Shelley Dawson, **Program/Outreach Coordinator**  
405-743-5571  
[sdawson@okcareertech.org](mailto:sdawson@okcareertech.org)

Andria Henderson, **Research and Assistant Outreach Coordinator**  
405-743-5551  
[ahend@okcareertech.org](mailto:ahend@okcareertech.org)

### **Oklahoma's Procurement Technical Assistance Center (PTAC)**

Local Bid Assistance personnel/PTAC Counselors will assist you in locating bidding and subcontracting opportunities in manufacturing, construction, services, and research and development. They will help you develop approved quality assurance and inspection systems. The Network provides assistance in locating and obtaining federal and military specifications and standards, acquisitions regulations, and other technical information cited in bid solicitations.

### **PTAC Counselors**

#### **Autry Technology Center**

Terry Henneke  
1201 W. Willow  
Enid, OK 73703-2598  
580-242-2750 • 580-242-2015 Fax  
[thenneke@autrytech.com](mailto:thenneke@autrytech.com)

#### **Caddo Kiowa Technology Center**

Todd McAtee  
P.O. Box 190  
Fort Cobb, OK 73038  
405-643-3286 or 580-445-6138  
405-643-3014 Fax  
[tmcatee@caddokiowa.com](mailto:tmcatee@caddokiowa.com)  
Covers Caddo Kiowa, Western Tech Centers, and Southwestern Okla. State Univ.

#### **Eastern OK Co. Technology Center**

Julie Farmer  
4601 N. Choctaw Rd.  
Choctaw, OK 73020-9017  
405-390-9591 or 405-672-6665  
405-390-9598 Fax  
[jfarmer@eocotech.org](mailto:jfarmer@eocotech.org)  
[jfarmer@mid-del.net](mailto:jfarmer@mid-del.net)  
Covers Eastern OK County & Mid Del Tech Center districts

#### **Francis Tuttle Technology Center**

Judy Robbins  
Pam Orga  
12777 N. Rockwell  
Oklahoma City, OK 73142  
405-717-4741 or 405-717-4750  
405-717-4771 Fax  
[jrobbins@francistuttle.edu](mailto:jrobbins@francistuttle.edu)  
[Porga@francistuttle.edu](mailto:Porga@francistuttle.edu)

#### **Gordon Cooper Technology Center**

David Hoffmeier  
Carol McGuire  
One John C Bruton Blvd.  
Shawnee, OK 74804  
405-273-7493 ext. 317 or  
405-273-7493 ext. 203  
405-273-6354 Fax  
[davidh@gctech.org](mailto:davidh@gctech.org)  
[carolm@gctech.org](mailto:carolm@gctech.org)

#### **Great Plains Technology Center**

Leslie Maddox  
Debbie Bratcher  
4500 W. Lee Blvd.  
Lawton, OK 73505-8304  
580-250-5554 or 580-250-5551  
580-250-5566 Fax  
[lmaddox@gptech.org](mailto:lmaddox@gptech.org)  
[dbratcher@gptech.org](mailto:dbratcher@gptech.org)

#### **High Plains Technology Center**

Vonda Smith  
3921 34th St.  
Woodward, OK 73801-7000  
580-571-6185 • 580-571-6051 Fax  
[vsmith@hptc.net](mailto:vsmith@hptc.net)

#### **Indian Capital Technology Center**

Mackie Moore  
2403 N. 41st St. E.  
Muskogee, OK 74403-1799  
918-683-4650 • 918-682-5595 Fax  
[mackiem@ictctech.com](mailto:mackiem@ictctech.com)

#### **Kiamichi Technology Center**

Ronald DeGiacomo  
1004 Hwy. 2 N./P.O. Box 548  
Wilburton, OK 74578-0548  
918-465-2323 • 918-465-3666 Fax  
[rdegiacomo@okktc.org](mailto:rdegiacomo@okktc.org)

#### **Mid-America Technology Center**

Mitchell Slempe  
27438 State Hwy. 59/P.O. Box H  
Wayne, OK 73095  
405-449-3391 • 405-449-3421 Fax  
[mslempe@matech.org](mailto:mslempe@matech.org)

#### **Business Development Center Moore Norman Technology Center**

Greg Kieson  
Gina Bertoletti  
4701 12th Ave. N.W./P.O. Box 4701  
Norman, OK 73069-8399  
405-809-3553 or 405-809-3517  
405-809-3552 Fax  
[GKIESON@mnotechnology.com](mailto:GKIESON@mnotechnology.com)  
[gbertoletti@mnotechnology.com](mailto:gbertoletti@mnotechnology.com)

#### **Northeast Technology Centers**

Donna Martin  
1901 N. Hwy. 88  
Claremore, OK 74017  
918-342-8066 ext. 5134  
918-342-9066 Fax  
[donna.martin@netech.edu](mailto:donna.martin@netech.edu)

#### **Pioneer Technology Center**

Teresa Smith  
Dawn Brakey  
2101 N. Ash  
Ponca City, Ok 74601-1110  
580-718-4261 • 580-765-5101 Fax  
[teresas@pioneertech.org](mailto:teresas@pioneertech.org)  
[dawnb@pioneertech.org](mailto:dawnb@pioneertech.org)

#### **Red River Technology Center**

Dana Harwell  
Pam Boles  
P.O. Box 1807  
Duncan, OK 73534-1807  
580-255-2903 ext. 270 or  
580-255-2903 ext. 272  
580-255-0491 Fax  
[dhawell@rrtc.edu](mailto:dhawell@rrtc.edu)  
[pboles@rrtc.edu](mailto:pboles@rrtc.edu)

#### **Southwest Technology Center**

Felicia Castillo  
711 W. Tamarack  
Altus, OK 73522-8086  
580-477-2250 ext. 237  
580-477-0139 Fax  
[fcastillo@swtech.edu](mailto:fcastillo@swtech.edu)

#### **Tri-County Technology Center**

Angela Cash  
Jane Ann Beach  
6105 S.E. Nowata Rd.  
Bartlesville, OK 74006-6010  
918-331-3320 or 918-331-3306  
918-335-2197 Fax  
[acash@tctc.org](mailto:acash@tctc.org)  
[jbeach@tctc.org](mailto:jbeach@tctc.org)

#### **Tulsa Technology Center**

Larry Findeiss  
Jessica Myers  
Lemley Campus  
3638 S. Memorial Dr.  
Tulsa, OK 74147-7200  
918-828-5435 or 918-828-5465  
918-828-5439 Fax  
[larry.findeiss@tulsatech.edu](mailto:larry.findeiss@tulsatech.edu)  
[jmyers2@tulsatech.edu](mailto:jmyers2@tulsatech.edu)

## HOW TO GET STARTED

Once you have identified the important information regarding your business, it is time to start the process of procuring a government contract. Take these necessary steps to begin the bidding process:

### 1. Identify your DUNS (Data Universal Numbering System) number

To register your business, obtain a DUNS number used to identify and track millions of businesses. You can obtain your free DUNS number by contacting Dun & Bradstreet at [www.dnb.com](http://www.dnb.com).

### 2. Identify your EIN (Employer Identification Number)

An EIN, otherwise known as a federal tax identification number, is generally required of all businesses. For more information, go to [www.irs.gov/businesses/small/article/0,,id=98350,00.html](http://www.irs.gov/businesses/small/article/0,,id=98350,00.html).

### 3. Identify your NAICS and SIC codes

The NAICS and SIC codes are used to classify the industry a particular business occupies. To register your business, supply at least one code. Refer to the Glossary for more information.

### 4. Register with the CCR (Central Contractor Registration)

The CCR is an online government-maintained database of companies wanting to do business with the federal government. Agencies search the database for prospective vendors. The CCR is at [www.ccr.gov](http://www.ccr.gov).

After completing registration, you will be asked to enter your small business profile information through the SBA Supplemental Page. The information will be displayed in the Dynamic Small Business Search.

Creating a profile in CCR and keeping it current ensures your firm has access to federal contracting opportunities. Entering your small business profile, including your business information and key word description, allows contracting officers, prime contractors, and buyers from state and local governments to learn about your company.

### 5. ORCA

Prospective contractors will need to complete paperwork as a part of the representations and certifications process that registers your business. To make this process easier for everyone involved, the government developed ORCA (Online Representations and Certifications Application), where businesses can complete all of the paperwork online. To begin this process, go to <https://orca.bpn.gov>.

### 6. GSA Schedule

The GSA (Government Services Administration) Schedule is used by GSA to establish long-term, government-wide contracts with commercial firms. Once these contracts are established, the government can order the services and supplies they need directly from the firms through the use of an online shopping tool. Becoming a GSA schedule contractor increases your opportunity for contracts across all levels of government. Businesses interested in becoming GSA schedule contractors should review the information available at [www.gsa.gov/schedules](http://www.gsa.gov/schedules).

### 7. Make Sure Your Business is Financially Sound

This critical step is absolutely necessary to make sure that your business is financially prepared for the journey ahead. Even if you are able to obtain a government contract, you will not be receiving all of the money at once. It helps to have a clear plan of how your business will stage the benefits of the contract.

### 8. FedBizOpps

Federal Business Opportunities, or FedBizOpps, is an online service operated by the federal government that announces available business opportunities. FedBizOpps helps identify the needs of federal agencies and available contracting opportunities. To begin searching for contracting opportunities, go to [www.fbo.gov](http://www.fbo.gov).

### 9. Marketing Your Business

Registering your business is not enough to obtain a federal contract: you will need to market your business to attract federal agencies. Tips for good marketing are:

- o Determine which federal agencies buy your product or service, and get to know them
- o Identify the contracting procedures of those agencies
- o Focus on opportunities in your niche and prioritize

Although not required, you may want to obtain a PSC (Product Services Code) and/or a FSC (Federal Supply Classification). These codes provide additional information about the services and products your business offers.

## AVAILABLE RESOURCES

SBA has a variety of services and resources that can provide you with more information and coach you through the necessary steps to take in order to be successful in your search for a government contract.

### 1. The 8(a) Business Development Program

The 8(a) Program provides development support to small businesses that are economically and/or socially disadvantaged. To find out more, go to [www.sba.gov/aboutsba/sbaprograms/8abd/](http://www.sba.gov/aboutsba/sbaprograms/8abd/).

### 2. The Mentor Protégé Program

The Mentor Protégé Program encourages approved mentors to provide various forms of business assistance to eligible 8(a) participants as protégés to improve their ability to compete in the public and private marketplaces successfully. To find out more, go to [www.sba.gov/aboutsba/sbaprograms/8abd/mentoprogram/index.html](http://www.sba.gov/aboutsba/sbaprograms/8abd/mentoprogram/index.html).

### 3. Online Training Programs

SBA's Small Business Training Network is a virtual campus complete with courses and programs to help the small business owner. The free, 30-minute course, "Business Opportunities: A Guide to Winning Federal Contracts," is a good introduction for businesses looking to obtain a contract with the federal government. To view this course, among others, go to [www.sba.gov/training](http://www.sba.gov/training).

### 4. Online Podcasts

To make help even more accessible, SBA has podcasts on a variety of topics that will provide more specific information on SBA, government contracting, and small businesses. To access these podcasts, go to [www.sba.gov/tools/audiovideo/Podcasts/index.html](http://www.sba.gov/tools/audiovideo/Podcasts/index.html)

### 5. Counseling Services

SBA has a variety of counseling services aimed at targeting the various needs of small business owners. Some of the counseling services we offer are:

- o SBA district offices: These offices can provide general information about SBA and government contracts.
- o SBDCs (Small Business Development Centers): SBDCs provide management assistance to current and prospective small business owners in the form of both information and guidance.
- o WBCs (Women's Business Centers): WBCs exist to help women entrepreneurs, especially women who are economically and/or socially disadvantaged, start and grow their own business. This is achieved through comprehensive training and counseling on a vast array of topics in many languages.
- o SCORE - Counselors to America's Small Business: One of SBA's resource partners, SCORE in a

non-profit organization dedicated to helping entrepreneurs and small business start, grow, and succeed nationwide.

- o Office of Veterans Business Development: The Office of Veterans Business Development aims at maximizing the availability, applicability, and usability of SBA programs for Veterans, Service-Disabled Veterans, Reserve Component Members, and their dependents or survivors.

To find the locations of these offices, or to learn more, go to [www.sba.gov/local](http://www.sba.gov/local) resources.

## 6. Procurement Resources

There are three main resources available for procurement concerns:

- o PTACs (Procurement Technical Assistance Centers): PTACs provide assistance to businesses that want to sell products and services to federal, state, and/or local government. To find a PTAC in your state, go to [www.dla.mil/db/procurem.htm](http://www.dla.mil/db/procurem.htm).
- o PCRs (Procurement Center Representatives) and CMRs (Commercial Marketing Representatives): PCRs work to increase the small business share of federal procurement awards. CMRs offer many services to small businesses, including counseling on how to obtain subcontracts. To find a PCR or CMR near you, go to [http://www.sba.gov/aboutsba/sbaprograms/gcbd/GC\\_PCRD1.html](http://www.sba.gov/aboutsba/sbaprograms/gcbd/GC_PCRD1.html).



## Additional Online Resources

- **Department of Defense** (The DoD is the largest purchaser of goods from small businesses): [www.acq.osd.mil/sadbu](http://www.acq.osd.mil/sadbu)
- **Office of Federal Procurement Policy:** [www.whitehouse.gov/omb/procurement](http://www.whitehouse.gov/omb/procurement)
- **Acquisition Forecast:** [http://acquisition.gov/comp/procurement\\_forecasts/index.html](http://acquisition.gov/comp/procurement_forecasts/index.html)
- **Federal Supply Schedule (FSS):** [www.gsa.gov](http://www.gsa.gov)
- **GSA Center for Acquisition Excellence:** [www.gsa.gov/Portal/gsa/ep/content/View.do?contentType=GSA\\_BASIC&contentId=25926](http://www.gsa.gov/Portal/gsa/ep/content/View.do?contentType=GSA_BASIC&contentId=25926)

## AWARD WINNERS

# 2010 Oklahoma Small Business Award Winners



**Oklahoma Small Business Person of the Year**  
Phil Gordon Busey Sr., Chairman and CEO  
Delaware Resource Group of Oklahoma, LLC  
5721 N.W. 132nd St.  
Oklahoma City, OK 73142



**Oklahoma Veteran Small Business Champion of the Year**  
Joseph Diaz, Owner  
AA Computer Services, Inc.  
901 S.W. Lee Blvd.  
Lawton, OK 73501



**Oklahoma Jeffrey Butland Family-Owned Business of the Year**  
Stephen R. York, CEO;  
Judith K. York, CFO;  
Jennifer Jezek, President  
York Electronic Systems, Inc.  
2900 W. Albany  
Broken Arrow, OK 74012



**Oklahoma Minority Small Business Champion of the Year**  
Pamela Lynn Huddleston-Bickford, Owner  
Cherokee Data Solutions  
1514 W. Blue Starr Dr.  
Claremore, OK 74107



**Oklahoma Women in Business Champion of the Year**  
Darcie Harris, CEO, Founder  
EWF International  
1113 N.W. 55th  
OKC, OK 73118



**Oklahoma Small Business Development Center Service Excellence and Innovation Center Award**  
University of Central Oklahoma SBDC  
Susan Urbach, Regional Director  
Dr. Carlos Amaya, Counselor  
Larry Siebert, Counselor

## NOMINATE TOP ENTREPRENEURS

Each November, the Oklahoma District Office accepts nominations for successful and inspiring entrepreneurs to represent the state in Regional and National small business competitions.

Any individual or organization may submit nominations. A company, owner, or business champion can also self-nominate. Award categories include:

- Small Business Person of the Year
- Small Business Exporter of the Year
- SBA Young Entrepreneur of the Year
- Jeffrey Butland Family-Owned Business of the Year
- Entrepreneurial Success Award

Small Business Champion Award recipients are individuals or organizations who have dedicated their professional skills or personal talents to supporting small businesses through advocacy and volunteer efforts. Nominees may or may not be small business owners. Categories include:

- Financial Services Champion of the Year
- Home-Based Business Champion of the Year
- Minority Small Business Champion of the Year
- Veteran Small Business Champion of the Year
- Women in Business Champion of the Year

All nominations must be postmarked or hand delivered to the Oklahoma District Office no later than the first or second Friday in November. Nomination guidelines and forms can also be downloaded electronically from the SBA website. For more information, contact the Oklahoma District Office at 405-609-8000.

# DISASTER RECOVERY & DISASTER ASSISTANCE

## Knowing the Types of Assistance Available for Recovery



**T**he disaster program is SBA's largest direct loan program, and the only SBA program for entities other than small businesses. SBA is responsible for providing affordable, timely and accessible financial assistance to homeowners, renters, businesses of all sizes and private, non-profit organizations following declared disasters. By law, governmental units and agricultural enterprises are ineligible.

The SBA is authorized by the Small Business Act to make two types of disaster loans:

### Physical Disaster Loans

Physical Disaster Loans are the primary source of funding for permanent rebuilding and replacement of uninsured or underinsured disaster-caused damages to privately-owned real and/or personal property. SBA's physical disaster loans are available to homeowners, renters, businesses of all sizes and private nonprofit organizations of all sizes. A homeowner may apply for a loan of up to \$200,000 to repair or replace the primary residence to its pre-disaster condition. Homeowners or renters may apply for a loan up to \$40,000 to help repair or replace personal property, such as clothing, furniture or automobiles, lost in the disaster. Businesses and private, nonprofit organizations of any size may apply for a loan up to \$2 million (actual loan amounts are based on the amount of uncompensated damage) to repair or replace real property, machinery, equipment, fixtures, inventory and leasehold improvements.

### Economic Injury Disaster Loans

Economic injury disaster loans provide the necessary working capital after a declared disaster until normal operations resume. The law restricts economic

injury disaster loans to small businesses, small agricultural cooperatives and private nonprofit organizations of all sizes. The loan limit for economic injury, as a direct result of the disaster event, is \$2 million. These working capital loans are intended to be made to entities without credit elsewhere, as determined by SBA, to help pay ordinary and necessary operating expenses that would have been payable barring the disaster event. The limit for physical and EIDL loans combined is \$2 million.

**Military Reservists Economic Injury Disaster Loans**, a type of economic injury loan, are available for up to \$2 million to assist eligible small businesses meet their ordinary and necessary operating expenses that they could have met, but are unable to meet, because an essential employee was "called up" to active duty in his/her role as a military reservist. These loans are intended to provide only the amount of working capital needed by a small business to pay its necessary obligations as they mature until operations return to normal after the essential employee is released from active military duty.

For all disaster loans, SBA can only approve loans to applicants having a credit history acceptable to SBA and who also show the ability to repay the loans. The terms of each loan are established in accordance with each borrower's ability to repay. The law gives SBA several powerful tools to make disaster loans affordable: low-interest rates (around 4 percent), long-terms (up to 30 years), and refinancing of prior liens (in some cases). As required by law, the interest rate for each loan is based on SBA's determination of whether each applicant does or does not have credit available elsewhere (the ability to borrow or use their own resources to overcome the disaster).

More information on all of SBA's disaster assistance programs, including information for military reservists, is available at: <http://www.sba.gov/disasterassistance>.

### Disaster Preparedness

For small businesses, surviving a disaster doesn't begin with clearing the debris and returning to work.

Surviving begins long before the disaster strikes, or before active-duty orders are received – with proper planning. Your planning should include insurance coverage, emergency power, protection of company records, fire safety, medical emergencies, taking care of your employees and continuity planning – how your business will continue during and after the emergency or disaster.

Starting is as easy as clicking on the SBA's Web site at: <http://www.sba.gov/disasterassistance>. The site includes a wealth of information on the SBA's disaster recovery programs for homeowners and renters, and businesses of all sizes. There are articles on emergency planning for disasters, descriptions of SBA's programs, and links to government and industry Web sites with great planning information.

Additionally, to help small businesses with their preparedness planning, SBA has teamed up with Agility Recovery Solutions to encourage small businesses to take the necessary steps to protect their employees, important records and their business assets. SBA and Agility have partnered to provide an educational tool for small business owners via the Prepare My Business Web site ([www.preparemybusiness.org](http://www.preparemybusiness.org)).

As small businesses are leading America's economic recovery, many of them are investing time and money into their plans to grow and create jobs. Developing a strong disaster preparedness plan should be a critical and integral piece of those efforts. Planning for a disaster is the best way of limiting its effects.

### Other helpful sites include:

Department of Homeland Security (DHS) and the Federal Emergency Management Agency (FEMA) - [www.ready.gov](http://www.ready.gov)

Red Cross Ready Rating Program - [www.readyrating.org](http://www.readyrating.org)

# ADVOCACY

# WATCHING OUT FOR YOU

The SBA is Your Voice in Washington



## OFFICE OF ADVOCACY

The SBA's Office of Advocacy, the "small business watchdog" of the government, examines the role and status of small business in the economy and independently represents the views of small business to federal agencies, Congress, the President and federal appellate courts as friends of the court. Advocacy compiles and interprets statistics on small business and is the primary entity within the federal government to disseminate small business data.

Headed by the Chief Counsel for Advocacy, the office also funds outside research of small business issues and produces numerous publications to inform policy makers about the important role of small business in the economy and the impact of government policies on small business. In addition, the office monitors federal agency compliance with the Regulatory Flexibility Act – the law that requires agencies to analyze the impact of their proposed regulations on small entities (including small businesses, small governmental jurisdictions and small

nonprofit organizations), and consider regulatory alternatives that minimize the economic burden on small entities.

Advocacy's mission is enhanced by a team of regional advocates, located in the SBA's 10 regions. They are Advocacy's direct link to small business owners, state and local government entities, and organizations that support the interests of small entities. The regional advocates help identify regulatory concerns of small business by monitoring the impact of federal and state policies at the grassroots level.

Learn more about the Office of Advocacy at: [www.sba.gov/advo](http://www.sba.gov/advo).

## OFFICE OF THE NATIONAL OMBUDSMAN

If excessive fines, penalties or unfair regulatory enforcement by federal agencies are problems for your small business, you have a voice in Washington, D.C., through the SBA's Office of the National Ombudsman.

The Ombudsman receives comments regarding federal regulatory enforcement from small business

owners, nonprofit organizations and small government entities. Comments are forwarded to federal agencies for review, and in some cases fines may be lowered or eliminated and decisions changed in favor of the small business owners. Each year the National Ombudsman files a report with the U.S. Congress on the responsiveness of federal agencies regarding their actions of regulatory and compliance enforcement on small businesses.

To request help, send the National Ombudsman a complete Federal Agency Comment Form. You may do this by fax at 202-481-5719; online at the Ombudsman's Web page: <http://www.sba.gov/ombudsman>; or by mail at 409 Third Street S.W., Mail Code 2120, Washington, DC 20416.

The Ombudsman also coordinates 10 Regional Regulatory Fairness Boards which meet regularly to receive comments about federal regulations affecting small businesses.

Learn more about the National Ombudsman from the Web site above or call 888-REG-FAIR.

# OTHER ASSISTANCE

## OTHER SOURCES OF ASSISTANCE

### OKLAHOMA DEPARTMENT OF COMMERCE

**OKStartup.com** connects you to vital information and resources you need to build a business. Access tools that will link you to state agencies, business facilities and funding information for your entrepreneurial endeavor.

- Business Start-Up FAQ's (Frequently Asked Questions)
- Business Licensing System – Oklahoma Licensing and Permit Requirements
- Business Basics Guide and Business Plan Guide (Downloadable)
- Business Financing – Overview and Links of Common Options
- Women-Owned Businesses Certification
- Minority-Owned Businesses Information
- Small Business Health Insurance
- Business Incubators
- And much more!

### OKLAHOMA DEPARTMENT OF COMMERCE

#### OKLAHOMA CITY

900 N. Stiles  
Oklahoma City, OK 73104-3234  
800-879-6552  
www.OKcommerce.gov

### OKLAHOMA DEPARTMENT OF COMMERCE

#### TULSA

700 N. Greenwood Ave.  
Tulsa, OK 74106-0703  
800-879-6552

## Oklahoma Chambers of Commerce

### ADA AREA CHAMBER OF COMMERCE

209 W. Main/P.O. Box 248  
Ada, OK 74820  
580-332-2506 • 580-332-3265 F

### ALTUS CHAMBER OF COMMERCE

301 W. Commerce/P.O. Box 518  
Altus, OK 73522  
580-482-0210 • 580-482-0223 F

### ALVA AREA CHAMBER OF COMMERCE

502 Okla. Blvd.  
Alva, OK 73717  
580-327-1647

### AMERICAN INDIAN CHAMBER OF COMMERCE

5103 S. Sheridan Rd., Ste. 695  
Tulsa OK 74145  
800-652-4226 • 918-343-3578 F  
Chamber@aicco.org

### ANADARKO CHAMBER OF COMMERCE

516 W. Kentucky/P.O. Box 366  
Anadarko, OK 73005  
405-227-6651 • 405-247-6652 F  
coc@anadarko.org

### ARDMORE CHAMBER OF COMMERCE

410 W. Main St.  
Ardmore OK 73401  
580-223-7765 • 580-223-7825 F

### BARTLESVILLE CHAMBER OF COMMERCE

201 S.W. Keeler/P.O. Box 2366  
Bartlesville, OK 74005  
918-336-8708 • 918-337-0216 F

### BIXBY CHAMBER OF COMMERCE

10441 S. Regal Blvd., Ste. 280  
Tulsa, OK 74133  
918-366-9445 • 918-366-9443 F  
info@bixbychamber.com

### BLACKWELL CHAMBER OF COMMERCE

120 S. Main/P.O. Box 230  
Blackwell, OK 74631  
580-363-4195 • 580-363-1704 F  
info@blackwellareachamber.com

### BRISTOW CHAMBER OF COMMERCE

1 Railroad Pl./P.O. Box 127  
Bristow, OK 74010  
918-367-5151 • 918-367-5161 F

### BROKEN ARROW CHAMBER OF COMMERCE

123 N. Main  
Broken Arrow, OK 74012  
918-251-1518 • 918-251-1777 F  
connect@brokenarrowchamber.com

### BROKEN BOW CHAMBER OF COMMERCE

113 W. Martin Luther King  
Broken Bow, OK 74728  
580-584-3393 • 580-584-7698 F

### CAPITOL CHAMBER OF COMMERCE

P.O. Box 36127  
Oklahoma City, OK 73136  
405-427-4444 • 405-427-4447 F  
capccok@coxinet.net

### CATOOSA CHAMBER OF COMMERCE

P.O. Box 297  
Catoosa, OK 74015  
918-266-6042 • 918-266-3037 F

### CHICKASHA CHAMBER OF COMMERCE

P.O. Box 1717  
Chickasha, OK 73023  
405-224-0787 • 405-222-3730 F  
info@chickashachamber.com

### CHOCTAW CHAMBER OF COMMERCE

P.O. Box 1000  
Choctaw, OK 73020  
405-390-3303 • 405-390-3330 F

### CLAREMORE CHAMBER OF COMMERCE

409 W. Will Rogers Blvd.  
Claremore, OK 74017  
918-341-2818  
chamber@claremore.org

### CLINTON CHAMBER OF COMMERCE

101 S. 4th St.  
Clinton, OK 73601  
580-323-2222 • 580-323-2931 F  
office@clintonok.org

### CUSHING CHAMBER OF COMMERCE

1301 E. Main  
Cushing, OK 74023  
918-225-2400 • 918-225-2903 F  
manager@cushingchamber.org

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[www.ERPGOV.com](http://www.ERPGOV.com)

(866) 826-3399

# OTHER ASSISTANCE

## DEL CITY CHAMBER OF COMMERCE

P.O. Box 15643  
Del City, OK 73155  
405-677-1910 • 405-672-5285 F

## DRUMRIGHT CHAMBER OF COMMERCE

P.O. Box 828  
Drumright, OK 74030  
918-325-2204

## DUNCAN CHAMBER OF COMMERCE

P.O. Box 699  
Duncan, OK 73534  
580-255-3644 • 580-255-6482 F  
duncancc@duncanchamber.com

## DURANT AREA CHAMBER OF COMMERCE

215 N. 4th  
Durant, OK 74701  
580-924-0848  
volunteerinfo@durantchamber.org

## EDMOND AREA CHAMBER OF COMMERCE

825 E. 2nd St., Ste. 100  
Edmond, OK 73034  
405-341-2808 • 405-340-5512 F  
info@edmondchamber.com

## EL RENO CHAMBER OF COMMERCE

P.O. Box 67  
El Reno, OK 73036  
405-262-1188 • 405-262-1189 F  
elrenochamber@earthlink.net

## ELK CITY CHAMBER OF COMMERCE

P.O. Box 972  
Elk City, OK 73648  
580-225-0207  
elkcitychamber@itlnet.net

## ENID CHAMBER OF COMMERCE

210 Kenwood Blvd./P.O. Box 907  
Enid, OK 73072  
580-237-2494

## FAIRVIEW CHAMBER OF COMMERCE

624 N. Main/P.O. Box 180  
Fairview, OK 73737  
580-227-2527 • 580-227-2258 F  
fairviewchamber@att.net

## FREDERICK CHAMBER OF COMMERCE

100 S. Main St.  
Frederick, OK 73542  
580-335-2126 • 580-335-3767 F  
frederickcc@pldi.net

## GLENPOOL CHAMBER OF COMMERCE

140 E. 141st St.  
Glenpool, OK 74033-0767  
918-322-3505  
info@glenpoolchamber.org

## GREATER OKLAHOMA CITY CHAMBER

123 Park Ave.  
Oklahoma City, OK 73102  
405-297-8900

## GREATER SHAWNEE AREA CHAMBER

131 N. Bell  
Shawnee, OK 74801  
405-273-6092 • 405-275-9851 F  
info@shawneechamber.com

## GROVE AREA CHAMBER OF COMMERCE

310 S. Main  
Grove, OK 74344  
918-786-9079 • 918-786-2909 F  
grovecc@sbcglobal.net

## GUTHRIE CHAMBER OF COMMERCE

212 W. Oklahoma Ave.  
Guthrie, OK 73044  
405-282-1947 • 405-282-0061 F  
mary@guthrieok.com

## GUYMON CHAMBER OF COMMERCE

Rte. 5, Box 120  
Guymon, OK 73942  
580-338-3376 • 580-338-0014 F  
guycofc2@ptsi.net

## HEAVENER CHAMBER OF COMMERCE

501 W. First St.  
Heavener, OK 74937  
918-653-4303

## HENRYETTA CHAMBER OF COMMERCE

115 S. 4th St.  
Henryetta, OK 74437  
918-652-3331 • 918-652-3332 F  
chamber@henryetta.org

## JENKS CHAMBER OF COMMERCE

244 E. A St./P.O. Box 902  
Jenks, OK 74037  
918-299-5005 • 918-299-5799 F  
info@jenkschamber.com

## KINGFISHER CHAMBER OF COMMERCE

123 W. Miles  
Kingfisher, OK 73750  
405-375-4445 • 405-375-5304 F  
chamber@pldi.net

## LAWTON FORT SILL CHAMBER OF COMMERCE

629 S.W. C Ave.  
Lawton, OK 73501  
580-355-3541 • 580-357-3642 F  
ddavis@lawtonfortsillchamber.com

## MCALISTER CHAMBER OF COMMERCE

345 E. Adams/P.O. Box 759  
McAlester, OK 74502  
918-423-2550

## MIAMI OK CHAMBER OF COMMERCE

103 E. Central Ave., Ste. 100  
Miami, OK 74354  
918-542-4481 • 918-540-1260 F  
info@miamiochamber.com

## MIDWEST CITY CHAMBER OF COMMERCE

5905 Trosper Rd.  
Midwest, OK 73110  
405-733-3801 • 405-733-5633 F  
information@midwestok.com

## MOORE CHAMBER OF COMMERCE

305 W. Main/P.O. Box 6305  
Moore, OK 73153  
405-794-3400 • 405-794-8555 F  
brendar@moorechamber.com

## MUSKOGEE CHAMBER OF COMMERCE

310 W. Broadway/P.O. Box 797  
Muskogee, OK 74402  
918-682-2401 • 918-682-2403 F  
info@muskogeechamber.org

## MUSTANG CHAMBER OF COMMERCE

1201 N. Mustang Rd.  
Mustang, OK 73064  
405-376-2758 • 405-376-2764 F  
mustangc@icon.net

## NICOMA PARK CHAMBER OF COMMERCE

P.O. Box 4520  
Nicoma Park, OK 73066  
405-769-6635

## NORMAN CHAMBER OF COMMERCE

115 E. Gray  
Norman, OK 73070  
405-321-7260 • 405-360-4679 F  
normanchamber@normanchamber.com

## NORTHSIDE (LAWTON) CHAMBER OF COMMERCE

910 E. Ave.  
Lawton, OK 73501  
580-355-9547 • 580-355-3132 F

## OKMULGEE CHAMBER OF COMMERCE

112 N. Morton  
Okmulgee, OK 74447  
918-756-6172 • 918-756-6441 F  
okmulgeeinfo@okmulgeechamber.org

## OWASSO CHAMBER OF COMMERCE

315 S. Cedar  
Owasso, OK 74055  
918-272-2141 • 918-272-8564 F  
gary@owassochamber.com

## PAULS VALLEY CHAMBER OF COMMERCE

Drawer 638, 112 E. Paul  
Pauls Valley, OK 73075  
405-238-6491 • 405-238-2335 F  
businessservices@paulsvalleychamber.com

## SUCCESS STORY

# Central Park Dog Daycare & Grooming - April Campbell



April Campbell, Owner  
5420 N. Classen Blvd., Oklahoma City, OK 73118  
405-858-2275

April Campbell started Central Park Dog Daycare & Grooming center about five years ago in central Oklahoma City with three employees. She provides dog daycare, grooming and training. After surviving some early financial difficulties, April was able to sustain the company by hard work, long hours, dedication and determination. Today she employs 18 people and provides daily care for about 85 to 115 dogs.

Central Park has expanded to include a small boutique section for pet products, two bathing and grooming stations including a self-service station. April also offers dog transportation.

As April's business grew so did the number of employees. She found that managing employees and delegating jobs did not come easily. She went to SCORE for help. SCORE "Counselors to America's Small Business" is a nonprofit association dedicated to educating entrepreneurs and helping small business start, grow and succeed nationwide. SCORE is a resource partner with the U.S. Small Business Administration (SBA).

April met with Russell McClintock, SCORE counselor, located in the Oklahoma District Office. She explained to him that too much of her time was spent telling her employees how and when to do their jobs. April's SCORE counselor advised her on establishing daily employee schedules, preparing job descriptions, documenting employee counseling sessions, and establishing a small HR function to handle

employee relations. McClintock said, perhaps the most important and difficult discussion with April centered on her need to delegate jobs and not continue to do everything herself because it was easier, and because she was concerned that a particular employee might become aggravated with her.

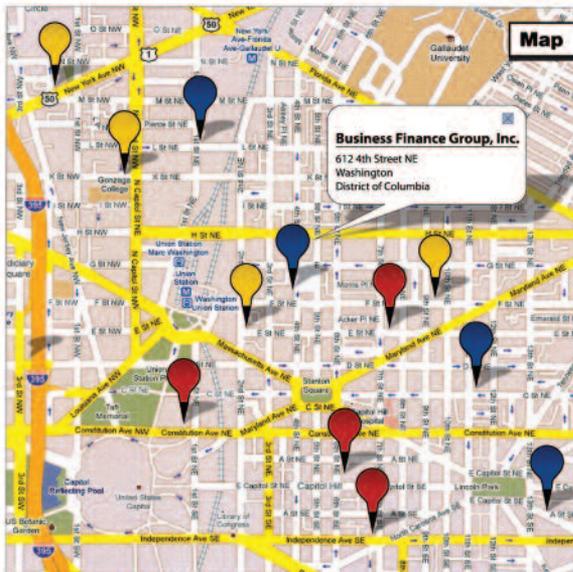
April said the assistance from SCORE has helped her to be a better boss. No longer does she drill down into the daily routine details of operating the business. Now she has the time and energy to concentrate on positioning her business for future growth. "I really wish I had involved SBA in the beginning," she said. "I just never thought I had the time to spend with you guys. SBA and SCORE have invaluable experience and direction and it would have made getting started in business a lot easier. I tell my friends who want to start a business to hook in with the SBA from the start."

April continues to discuss problems and areas of business growth with her SCORE counselor.



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