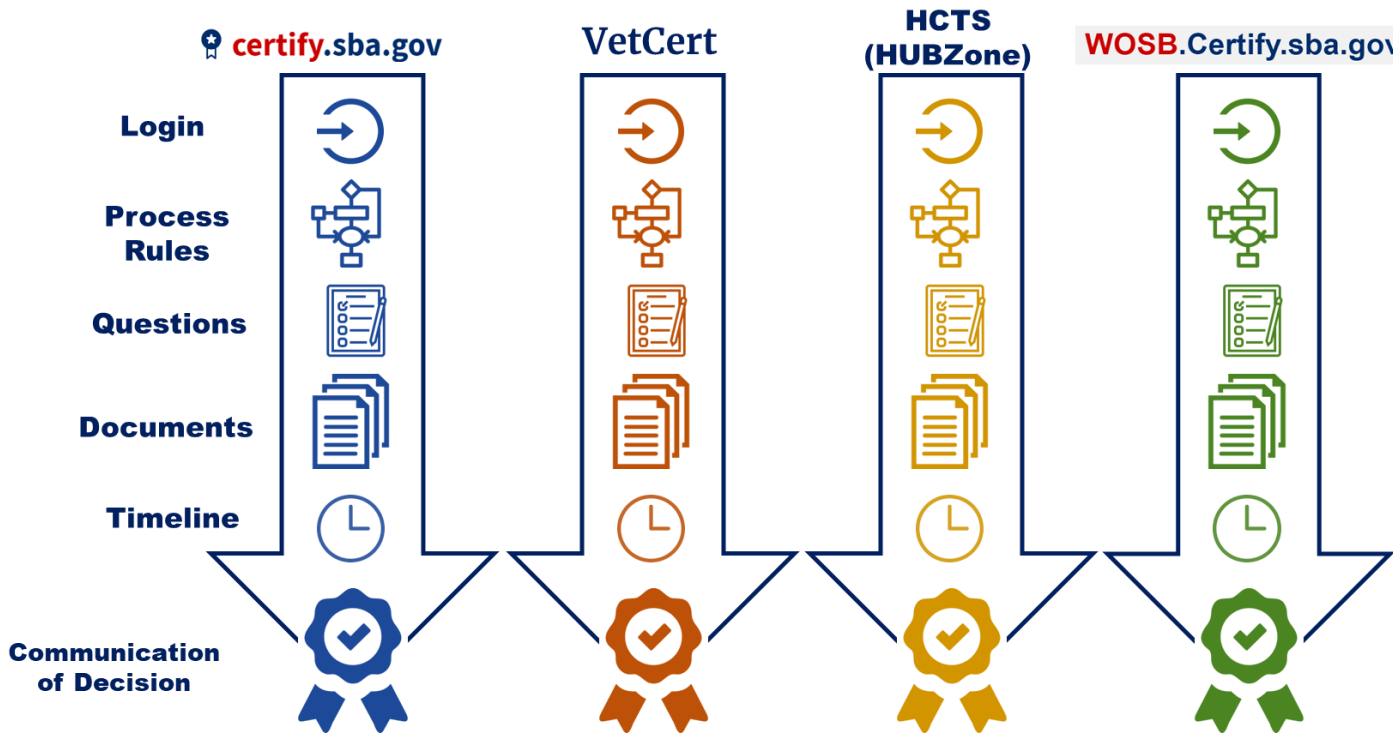


GCBD Set-Aside Certifications Today



Today's Customer Experience

- Four different systems
- Four different logins
- Four processes with varying rules
- Four sets of the same questions
- Four sets of the same documents to upload
- Four different processes and approval cycle times
- Four different notification methods

....and this is just for first application, it doesn't address re-certification or changes to the business

GCBD Certification Under *MySBA*

Vision

Eligible small businesses will more effectively compete in the federal marketplace by quickly accessing multiple set-aside program certifications through a simple unified system

MySBA Customer Experience

- ✓ One log-in
- ✓ One common application
- ✓ One document repository
- ✓ Common terminology
- ✓ Common processing business rules
- ✓ Common decision timeline
- ✓ Streamlined, timely review process
- ✓ Single portal customer service support

