



DIVERSITY INFORMATION RESOURCES

Driving Supplier Diversity Success

Frequently Asked Questions (FAQ)

1. Who is Diversity Information Resources (DIR)? Who is SupplierGATEWAY?

Since 1968, Diversity Information Resources has been at the forefront in providing information resources that support and enhance supplier diversity initiatives. Click [here](#) for more information on DIR.

In 2001, DIR partnered with SupplierGATEWAY, an MBE information technology company, to provide the online supplier data management portal to major corporations. DIR uses the SupplierGATEWAY tool to manage supplier diversity data for its corporate and government clients. SupplierGATEWAY hosts Supplier Registration sites for many corporations and provides ongoing IT support.

2. What is the DIR Supplier Diversity Data Management Portal? How does it work?

The supplier diversity data management portal is an online/web based solution used by [corporate](#) Supplier Diversity Professionals and Procurement Departments to register and access certified diverse suppliers (minority, women, veteran, service-disabled veteran, HUB Zone, 8a, LGBT and SDB), first and second tier spend reporting, manage diverse certifications, post bid opportunities, business matchmaking, data scrub and more.

3. I'm a Diverse Supplier, how do I register my company? What is the registration process? Is registration free?

Any supplier who is certified as a Diverse Supplier could benefit from registering in the portal. This free registration gives you exposure to [Corporations](#) who are seeking opportunities with diverse suppliers. To register your company, go to the [DIR website](#), click on Login, then Diversity Supplier Free Registration. You will be redirected to another secure screen to begin entering information about your company.



Registration is a two-step process and is free. You will be asked basic information about your company's ownership, contact information, business classification, certifications, etc. After this initial step, you will be emailed a login ID and password. With this ID and password, you can login from the [DIR home page](#) and complete your profile. It is imperative that you complete your full profile! Go to My Account and click on Update Organization Profile, then click on the blue link and complete the information.

(continued . . .)



DIVERSITY **INFORMATION RESOURCES**

Driving Supplier Diversity Success

Frequently Asked Questions (FAQ)

4. Where do I locate my supplier profile? How much information do I need to provide in my supplier profile?

To locate your supplier profile, use the Login ID and Password (emailed at the time of registration) to login on the [DIR home page](#). At the top of the page place your mouse on the My Account tab and select Update Organizational Profile from the drop down menu. At the top of the page you will see your company information (business name and address). Below this information there are several rows of hyperlinks—company, summary, revenue, etc.— that make up the supplier profile.

It is important to complete your profile! Click on all the hyperlinks on the organizational profile page and provide as much information as possible. If a corporate user searches on a field where you haven't provided information, you will not show up in the search. For instance, if they search for a type of business based on NAICS and your listing does not include a NAICS, you will not be found.

5. Who qualifies as a “Diverse Supplier” for inclusion in the database?

Ethnic Minority-Owned (MBE): Black Americans, Hispanic Americans, Native Americans (American Indians, Eskimos, Aleuts, and Native Hawaiians), Asian-Pacific Americans (U.S. citizens whose origins are from Burma, Thailand, Malaysia, Indonesia, Singapore, Brunei, Japan, China, Taiwan, Laos, Cambodia, Kampuchea, Vietnam, Korea, the Philippines, Samoa, Guam, Macao, Hong Kong, Fiji, Tonga, Kiribati, Tuvalu, Nauru, U.S. Trust Territories of the Pacific, Northern Marianas, Republic of Palau & Marshall Islands), and Subcontinent Asian Americans (U.S. citizens whose origins are from India, Pakistan, Bangladesh, Sri Lanka, Bhutan, the Maldives Islands or Nepal).

Women-Owned (WBE)

Veteran-Owned (VET)

Service-Disabled Veteran-Owned (SDVBE)

SBA HUB Zone Certified

SBA 8(a) Certified

Lesbian, Gay, Bisexual, and Transgender (LGBT)

SBA Women-Owned Small Business (WOSB) & Economically

Disadvantaged Women-Owned Small Business (EDWOSB)



(continued . . .)



DIVERSITY **INFORMATION RESOURCES**

Driving Supplier Diversity Success

Frequently Asked Questions (FAQ)

6. How do I become certified? How do I attach/ update my certificate?

There are many regional and national agencies that certify businesses as being diverse. Some of the national certifying agencies include:

National Minority Supplier Development Council ([NMSDC](#)) & [NMSDC Regional Affiliates](#)

Women's Business Enterprise National Council ([WBENC](#))

National Women Business Owners Corporation ([NWBOC](#))

Canadian Aboriginal Minority Supplier Council ([CAMSC](#))

National Gay and Lesbian Chamber of Commerce ([NGLCC](#))

California Public Utilities Commission ([CPUC](#)) M/WBE Clearinghouse

[Small Business Administration](#)

[SBA 8\(a\) Program](#)

[SBA HUB Zone Business Program](#)

SBA Women-Owned Small Business ([WOSB](#)) & Economically Disadvantaged Women-Owned Small Business ([EDWOSB](#))

[US Pan Asian American Chamber of Commerce](#)

[WEConnect International](#)

City and State certifying agencies

To attach, update, or delete certifications to verify the diverse status of the company, login to your supplier profile. From the home page, access the My Account tab and select Update Organizational Profile from the drop down menu. In the Organizational Profile section, select the Certifications hyperlink under the Organizational information. From the Certifications area you will be able to add, update, or delete certificates. If you have issues uploading your certificates, please contact Lovie Kidd, DIR, at (612) 781-6819 or dirlist@diversityinforesources.com.

Please DO NOT attach resumes, company brochures, product information or non-supplier diversity certifications. They will be deleted. Use the Attachments link to attach other documents.

7. I was given a registration key. What is the registration key for?

The registration key, which is unique for each registered diverse supplier, serves two purposes. First, with your registration key, multiple users in your company can access the portal. Each potential user uses the key to create an individual account, which will then allow them access to the company profile. Second, if you visit the Supplier Registration website of a [major corporation](#) that uses the DIR portal for their supplier registration you (continued . . .)



DIVERSITY INFORMATION RESOURCES

Driving Supplier Diversity Success

Frequently Asked Questions (FAQ)

will be given the option to enter the registration key for your company and have your previously entered profile information linked to the new registration.

8. I am unable to login. I am unable to reset my password.

If you encounter any technical problems logging in to access your supplier profile (multiple accounts found, unable to reset password, etc.) and you have (or attempted to) reset the password for the supplier profile, please contact SupplierGATEWAY Support, DIR's IT partner, at (216) 432-6922 or support@suppliergateway.zendesk.com

The login ID for your supplier profile is your email address. If your email address has changed since you registered or the address on file is no longer valid please contact Lovie Kidd, DIR, at (612) 781-6819 or dirlist@diversityinforesources.com

9. I have completed the registration process – what are the next steps?

When you complete the registration and are approved, you have indicated that your company meets the requirements of the corporations that use the portal for their sourcing needs. Corporations use the portal to source certified suppliers when they have opportunities. If you would like to reach out to corporate supplier diversity professionals and/or purchasing contacts, DIR publishes the [*Purchasing People in Major Corporations*](#) database (online or in print). Use this valuable tool to market your products and services to over 800 corporations.

10. Why are there no opportunities under Find Matchmaker Opportunities/Opportunity listings?

DIR encourages buyers to post opportunities in the system, but because the search features on the site are so comprehensive, corporations typically search for companies that provide the products or services they are looking for and then contact them directly. If you meet the criteria for a bid or matchmaking opportunity, you will be notified via email and instructed to login to the system and view the opportunities.

If you have any questions regarding the Bid Center, please contact SupplierGATEWAY support at (216) 432-6922 or support@suppliergateway.zendesk.com

Contact Information

General Questions:
Diversity Information Resources, Inc.
(612) 781-6819
dirlist@diversityinforesources.com

Technical Support:
SupplierGATEWAY
(216) 432-6922
support@suppliergateway.zendesk.com