



# Small Business Sourcebook

Your Guide to Starting or Expanding a Small Business in Michigan

## 2005 Edition

# From the Desk of the Director

Dear Small Business Owner,

Congratulations! By reading this booklet, you are taking the first steps towards a successful business venture. Owning your own business can be a personally and financially rewarding experience but it is also a challenge. The Small Business Administration is here to help you.

SBA helps people get into business and stay in business by providing small firms with financial assistance, management counseling and training, and assistance in obtaining government contracts. In addition, SBA acts as an advocate for small business interests. Many of these programs are administered through partnerships between the SBA and private organizations.



It is our hope that this Sourcebook will serve as a reference you refer to time and again, as SBA can help a business in more ways than one. Whether you need help to write a business plan, learn how to register your business, find an SBA lender, locate a business counselor, or discover the world of exporting, this book can steer you in the right direction. Many entrepreneurs have prospered by using a mix of SBA programs to best fit their needs.

The SBA has made a strong impact on Michigan's small business community. In FY 2003, this office guaranteed 1,717 loans worth nearly \$378 million. SBA's benefits were felt state-wide as small businesses in 366 Michigan cities within 78 of the 83 counties received an SBA guaranty loan. In addition, over 40,000 people benefited from the entrepreneurial development programs we provide with the help of many local partners. Moreover, we assisted many businesses looking to expand their opportunities through both federal contracting and export initiatives.

We would also like to thank the advertisers of this Sourcebook. Because of their participation, we are able to provide it at no cost. Since we update it annually, please let us know if you have any ideas on how to make this guide even better. Just as you grow your business, we want to continue to grow and expand our assistance. We hope you find this Sourcebook to be a valuable asset, and we wish you the best with your endeavors.

Sincerely,

A handwritten signature in blue ink that reads "Richard Temkin".

Richard Temkin  
District Director

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Look for the latest training events on our Internet Calendar of Events:  
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## What's Inside...

Is Entrepreneurship For You? .....	3	Government Regulations .....	13
Choosing a Business Structure .....	4	Doing Business with the Federal Gov't .....	16
Writing a Business Plan .....	5	Federal R&D .....	19
Financing Your Business .....	6	Disaster Assistance .....	19
SBA Loan Guaranty Programs .....	7	Local Source of Assistance .....	20

# Is Entrepreneurship For You?

**W**hile there is no way to eliminate all the risks associated with starting a small business, you can improve your chances of success with good planning and preparation. A good starting place is to evaluate your personal strengths and weaknesses. Carefully consider each of the following questions.

**☑ Are you a self-starter?** It will be up to you to develop projects, organize your time, and follow through on details. You will no longer have someone looking over your shoulder. While this is an appealing aspect for owning a business, if you tend to procrastinate you may find yourself always struggling to catch-up and miss opportunities.

**☑ 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 effectively with a demanding client, an unreliable vendor, or a cranky staff person?

**☑ How good are you at making decisions?** Small business owners are required to make decisions constantly, often quickly, under pressure and independently.

**☑ Do you have the physical and emotional stamina to run a business?** Business ownership can be challenging, fun, and exciting. But it's also hard work. Can you handle 12-hour work days six or seven days a week?

**☑ How well do you plan and organize?** Research indicates that many business failures could have been avoided through better planning. Good organization of financials, inventory, schedules, production etc. can help avoid many pitfalls.

**☑ Is your drive strong enough to maintain your motivation?** Running a business can wear you down. Some business owners feel burned out by having to carry all the responsibility on their shoulders. Strong motivation to make the business succeed will help you survive slowdowns and set-backs.

**☑ How will the business affect my family?** The first few years of business start-up can be hard on family life. The strain of an unsupportive spouse may be hard to balance against the demands of starting a business. 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.

## HOW TO START A SMALL BUSINESS

Starting and managing a business takes motivation, desire, and talent. It also takes research and planning. Like a chess game, success in small business starts with decisive and correct opening moves. And, although initial mistakes are not fatal, it takes skill, discipline, and hard work to regain the advantage.

To increase your chance for success, take the time to explore and evaluate your business and personal goals. Then use this information to build a comprehensive and well-thought-out business plan that will help you reach these goals.

The process of developing a business plan will help you think through some important issues that you may not have considered. Your plan will become a valuable tool as you set out to raise money for your business. It should also provide milestones to gauge your success.



**TIP:** Many local organizations such as SCORE “Counselors to America’s Small Business” and the Michigan Small Business & Technology Development Centers (MI-SBTDC) offer pre-business planning workshops which can be very worthwhile for the aspiring entrepreneur. This type of workshop will introduce you to all the issues you should consider before starting a business.

## GETTING STARTED

Before starting out, list your reasons for wanting to go into business. Some of the most common reasons for starting a business are:

- You want to be your own boss.
- You want financial independence.
- You want creative freedom.
- You want to fully use your skills and knowledge.

Next you need to determine what business is “right for you.” Ask yourself these questions:

- What do I like to do with my time?
- What technical skills have I learned or developed?
- What am I good at?
- How much time do I have to run a successful business?
- Do I have any marketable hobbies?

Then you should identify the niche your business will fill. Conduct the necessary research to answer these questions:

- Is your idea practical and will it fill a need?
- What is your competition?
- What is your business advantage over existing firms?
- Can you deliver a better quality service?
- Can you create a demand for your business?

The final step before developing your plan is the pre-business checklist. These are some of the questions you should answer:

- What business am I interested in starting?
- What products/services will I sell?
- Where will I be located?
- What skills and experience do I bring to the business?
- What will be my legal structure?
- What will I name my business?
- What equipment or supplies will I need?
- What insurance coverage will be needed?
- What financing will I need?
- What are my resources?
- How will I compensate myself?

Your answers will help you create a focused, well-researched business plan to serve as a blueprint. It should detail how the business will be operated, managed, and capitalized.

# Choosing Your Business Structure

**A** business may be conducted through a variety of organizational structures. A specific business structure is generally chosen for liability and/or tax reasons. The three most common types of business organizations are sole proprietorships, partnerships, and corporations. The State of Michigan's Entrepreneur's Guide provides an excellent, detailed breakdown of the forms of business. View at <http://www.michigan.gov/cis> (under forms and publications section). Michigan law allows the creation of the following business structures.

**Sole Proprietorship** - One person operating a business as an individual is a sole proprietor. This is the most common form of business organization. Profits are taxed as income to the owner personally which may be advantageous as 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. Since this a fairly simple type of legal structure, there is little government regulation and reporting. A sole proprietor who wishes to conduct business under a name other than his or her real name must file a Certificate of Assumed Name or "DBA" (ex: Jane Doe "doing business as" JD's Computer Consulting) with the county clerk where the business is located. For more information about a DBA, contact the local county clerk's office (check the blue pages in your phone book).

**General Partnership** - A partnership exists when two or more persons join together in the operation and management of a business venture. Partnerships, like sole proprietorships, are subject to relatively little regulation and are fairly easy to establish. A formal partnership agreement is recommended in order to address potential conflicts before they arise: for example, who will be responsible for performing each task; what, if any, consultation is needed between partners before major decisions are made; what happens if a partner dies and so on. In Michigan, if you do not write your own partnership agreement, the law defaults to the Uniform Partnership Act (<http://www.michiganlegislature.org>) to settle disputes. Under a general partnership, each partner is liable for all the debt of the business. All profits are taxed as income to the partners based on their percentage of ownership. A general partnership, like a sole proprietorship, registers a business name, DBA, with the county clerk's office in which the business is located.

**Limited Partnership** - Like a general partnership, a limited partnership is established by an agreement between two or more individuals. With a limited partnership, there are two types of partners: a general partner(s) and at least one limited partner. A general partner has greater control in some aspects of the partnership; for instance, only a general partner can decide to dissolve the partnership. General partners have no limitations on the dividends they can receive from profits based on the prorated amount on their investment and the liability is similarly limited in proportion to their investment. To create a limited partnership in Michigan, the owners must file a "Certificate of Limited Partnership" with the Bureau of Commercial Services in Lansing. For more information, call (517) 241-6470 or visit its Web page at <http://www.michigan.gov/cis>.

**"C" Corporation** - A "C" Corporation is a legal entity made up of persons who have received a charter legally recognizing the corporation as a separate entity having its own rights, privileges, and liabilities apart from those of the individuals forming the corporation. It is the most complex form of business organization and is comprised of three groups of people: shareholders, directors, and officers. The corporation can own assets, borrow money and perform business functions without directly involving the owners(s) of the corporation. Corporate earnings are subject to "double taxation" when the corporation is taxed and when passed through as stockholder dividends. However, corporations have the advantage of limited liability (but not total protection) from lawsuits. In order to form either a for profit or nonprofit corporation, "Articles of Incorporation" must be filed with the Bureau of Commercial Services in Lansing. For more information, call (517) 241-6470 or visit its Web page at <http://www.michigan.gov/cis>.

**Subchapter "S" Corporation** - A special section of the Internal Revenue Code permits a corporation to be taxed as a partnership or sole proprietorship, with the profits taxed at the individual rather than corporate rate. To qualify as a Subchapter "S" corporation, a business must meet certain requirements. For information about this status and how to apply, contact the IRS at (800) 829-3676 or visit its Web page at <http://www.irs.gov> for Form 2553 "Election of a Small Business Corporation." As with a "C" Corporation, "Articles of Incorporation" must also be filed with the Bureau of Commercial Services in Lansing. For more information, call (517) 241-6470 or visit its Web page at <http://www.michigan.gov/cis>.

**"LLCs" and "LLPs"** - The Limited Liability Company (LLC) is rapidly becoming a very popular form of business. An LLC combines select corporate and partnership characteristics while still maintaining its status as a legal entity distinct from its owners. As a separate entity, it can acquire assets, incur liabilities, and conduct business. As the name implies, it provides limited liability for the owners. LLC owners risk only their investment. Personal assets are not at risk. Owners of Limited Liability Companies are called "members." These are comparable to stockholders in a corporation or to limited partners in a limited partnership. The Limited Liability Partnership (LLP) is similar to the LLC with the exception that it is aimed at professional organizations. As with other forms of corporation, "Articles of Incorporation" must be filed with the Bureau in Lansing. The members must also execute an operating agreement which defines the relationship between the company and its members. For more information, call (517) 241-6470 or visit its Web page at <http://www.michigan.gov/cis>.

**Nonprofit Corporations** - Nonprofit corporations are those formed in which members may not receive any profits of the corporation. A nonprofit corporation is formed under the Michigan Nonprofit Corporation Act. Some purposes for which nonprofit corporations are commonly formed are those involving religious, educational, and charitable activities. Contact the Bureau of Commercial Services (517) 241-6470 or visit <http://www.michigan.gov/cis> for more information and for a schedule of non-profit seminars for new non-profits.

# Writing a Business Plan

For more information on federal tax exemptions for nonprofits, visit <http://www.irs.gov> and read Publication 557 "Tax Exempt Status for Your Organization."

An application for exemption from the Michigan sales tax may be obtained from the Michigan Department of Treasury at (517) 373-3200 or visit <http://www.treas.state.mi.us>. Nonprofits soliciting contributions from the public must register with the Michigan Attorney General's Charitable Trust Division (517) 373-1152 or visit <http://www.michigan.gov/ag>.



**TIP:** The Volunteer Accounting Service Team of Michigan has a "Getting Started" packet for nonprofit organizations. For more information call (313) 647-9620 or visit <http://www.vastmi.org>. For the latest nonprofit news, visit <http://www.michigannonprofit.com>.

## WRITING A BUSINESS PLAN

**A**fter you've given some careful consideration to the business, you're ready to begin putting ideas on paper. That means preparing a business plan – a formal document explaining in some detail your plans to develop a financially successful business. If you think the business plan is just a lot of paperwork, think again. It's important for several reasons. Preparing a business plan forces you to think through every aspect of your business. If you need outside capital, the business plan will be one of the first things the lender or investor will want to see. A business plan also serves as an assessment tool for the owner. As you work your way through all the points of the business plan, you will have to continually reaffirm the viability of your business idea. As you grow the business, a plan will help you keep track of details and make sure the business is progressing as you intended. A typical business plan will contain the following components:

### Introduction

- Give a detailed description of the business and its goals.
- Discuss the ownership and legal structure of the business.
- List the skills and experience you bring to the business.
- List the company's strengths and competitive advantages.

### Marketing

- Identify the customer demand for your product/service.
- Discuss products/services offered.
- Identify your market, size, and location(s).
- Explain how your products/services will be advertised and marketed.
- Explain the pricing strategy.

### Financial Management

- Explain the source and amount of initial equity capital.
- Develop a monthly operating budget for the next year.
- Develop an expected return on investment and monthly cash flow for the next 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 that address alternative approaches to any problem that may develop.

### Operations

- Explain how the business will be managed on a day-to-day basis.
- Discuss hiring and personnel procedures.
- Discuss insurance, lease, or rent agreements.
- Account for the equipment necessary to produce your products/services.
- Account for production and delivery of products/services.

### Concluding Statement

- Summarize your business goals and objectives.
- Express your commitment to the success of the business.

Once you have completed your business plan review it with a friend, colleague or professional business counselor, such as a SCORE or MI-SBTDC. Once you feel comfortable with the content and structure you will feel confident in providing it to a lender if you apply for financing. Remember, the business plan is a flexible document that should change as your business grows.

### Who can assist with writing a business plan?

To many people, writing a business plan seems like a daunting task; however, there are resources to help with the process. Two SBA resource partners, the Michigan Small Business & Technology Development Centers (MI-SBTDC) and SCORE "Counselors to America's Small Business," offer free, one-on-one assistance with assembling business plans. They also offer seminars on business plan writing throughout the year.

### ADDITIONAL TOOLS

**SBA Small Business Classroom** - The Small Business Classroom offers interactive, easily accessible courses on topics most in demand by small business clients. This digital strategy was designed to provide easy-to-use, electronic business courses, 24 hours a day. The Small Business Classroom can be accessed from SBA's home page at <http://www.sba.gov/training/courses.html>.

**On-Line Library** - Throughout its 51-year history, SBA has complimented its financial assistance programs with publications aimed at helping small business owners gain skills required to start, manage, and grow a small enterprise. The more than 50 publications include titles relating to financial management, management and planning, marketing, products/ideas/inventions, personnel management, and emerging business. Publications are available on-line at <http://www.sba.gov/training/library.html>.

# Financing Your Business

**S**ecuring appropriate financing is key to any businesses success. But as many new entrepreneurs quickly discover, raising capital may not be easy; in fact, it can be a complex and frustrating process. However, if you are informed and have planned effectively, raising money for your business will not be a painful experience. This section focuses on preparing a small business owner for the lending process.

## FINDING THE MONEY YOU NEED

Although this section focuses on commercial loans, there are several sources to consider when looking for financing. It is important to explore all of your options before making a decision.

- **Personal Savings:** The primary source of capital for most new businesses comes from savings and other forms of personal resources. While credit cards are often used to finance business needs, there may be better options available.
- **Family and Friends:** Many entrepreneurs look to private sources such as friends and family when starting out in a business venture. Often, money is loaned interest free or at a low rate, which can be very beneficial when getting started.
- **Banks and Credit Unions:** The most common source of funding, banks and credit unions may provide a loan if you can show that your business proposal is sound.
- **Venture Capitalists:** These firms help expanding companies grow in exchange for equity or partial ownership.

## A Word About Grants

Unfortunately, there is much misinformation circulating about the availability of grant funds. SBA does not provide grants to individuals to help them start a business, nor does any other public or private source of which we are aware. Our advice to grant seekers is to save your money and avoid purchasing a book or software program about grants. All government grants are listed on the Internet, free of charge, in the Catalog of Federal Domestic Assistance at <http://www.cfda.gov>. SBA also provides links to other Federal agencies' grant resources at <http://www.sba.gov/financing/basics/grants.html>.

## BORROWING MONEY

It is often said that small business people have a difficult time borrowing money. This is not necessarily true. Banks make money by lending money. However, the inexperience of many small business owners often prompts banks to deny loan requests. Requesting a loan when you are not properly prepared sends a signal to your lender: High Risk!

To be successful in obtaining a loan, you must be prepared and organized. You must know exactly how much money you need, why you need it, and how you will pay it back. You must be able to convince your lender that you are a good credit risk.

## TYPES OF BUSINESS LOANS

Terms of loans may vary from lender to lender, but there are two basic types of loans: short-term and long-term.

Generally a short-term loan has a maturity of up to one year. These include working-capital loans, accounts receivable loans, and lines of credit. Long-term loans have maturities greater than one year but usually less than seven. Real estate and equipment loans have maturities of up to 25 years. Long-term loans are used for major business expenses such as purchasing land and real estate, construction, durable equipment, furniture and fixtures, vehicles, etc.

## HOW TO WRITE A LOAN PROPOSAL

Approval of your loan request depends on how well you present yourself, your business, and your financial needs to a lender. Remember, lenders want to make loans, but they must be loans that will be repaid. The best way to improve your chances of obtaining a loan is to prepare a written proposal. A good loan proposal that you can take to the lender will contain the following elements:

### General Information

- Business name and address and name and social security number of each principal.
- Amount required - the exact amount needed to achieve your purpose.
- Purpose of loan - exactly what the loan will be used for and why it is needed.

### Business Description

- History and nature of the business.
- Ownership structure - details on your company's legal structure.

### Management Profile

- Develop a short statement on each principal in your business; provide background, education, experience, skills, and accomplishments.

### Market Information

- Clearly define your company's product and/or service as well as your market.
- Identify your competition and explain how your business competes.
- Profile your customers and explain how your business can satisfy their needs.

### Financial Information

- Financial statements – balance sheets and income statements for the past three years. If you are starting out, provide a projected balance sheet and income statement.
- Personal financial statements on yourself and other principal owners of the business.
- Collateral you would be willing to pledge as security for the loan.

## 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.

# SBA's Loan Guaranty Programs

- 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.
- Signed personal financial statements.
- Personal resumé(s).

## HOW YOUR LOAN REQUEST WILL BE REVIEWED

When reviewing a loan request, the lender is primarily concerned with repayment. Loan officers judge loan applications based on what is commonly referred to as the five C's of Credit.

- **Character.** Lenders will order a copy of your credit report and look at debt repayment trends. They want to know simply if you pay your bills and if you pay them on time. If there are blemishes on your report, explain them. The major credit agencies are Experian (888) 397-3742 or <http://www.experian.com>, Equifax (800) 685-1111 or <http://www.equifax.com>, and Trans Union (800) 916-8800 or <http://www.transunion.com>.
- **Cash Flow.** Lenders will look at historical and projected cash flow statements to determine whether you will be able to repay the loan and still have money to adequately run the business. Include written justification for your projections in your loan proposal.
- **Collateral.** Collateral is an asset (something you own) which a lender may claim to satisfy a loan in the event the loan is not repaid according to the required terms. Often the assets purchased with the loan may serve as collateral. If the business does not have enough collateral, the bank will look to personal assets.
- **Capitalization.** Capitalization refers to the basic resources of the company including owner's equity, retained earnings, and fixed assets. You do not have to be fully capitalized to qualify for a loan.
- **Conditions.** Factors that affect the success of the company, yet are external to the business, will also be considered by the lender. Examples include government regulation, competition, and industry trends.

## SBA LOAN PROGRAMS

The major concern for today's small business owners is access to capital and credit, and SBA is the largest source of long-term small business financing in the nation. The SBA's loan guarantee programs provide a key source of financing for viable small businesses that have real potential, but cannot qualify for loans from traditional sources. SBA guarantees, provided through private lenders and nonprofit lending institutions, give small business owners access to the same kind of reasonably priced long-

term financing available to large businesses by virtue of their size and economic clout.

Financing programs provided by SBA vary according to a borrower's financial need. SBA loans are made by private lenders and are guaranteed up to 85%. There are three principal players in an SBA guaranteed loan - the small business borrower, the private lender, and the SBA. First the lender determines whether a borrower's application is acceptable. If it is, the lender forwards the application and its credit analysis to SBA. After SBA review and approval, the lender makes the loan and disburses the funds to the borrower who, in turn, makes all payments to the lender. The following outlines the major programs offered by the SBA.

## THE 7(A) LOAN GUARANTY PROGRAM

The 7(a) Loan Guaranty Program is the SBA's primary loan program. The SBA reduces risk to lenders by guaranteeing major portions of loans made to small businesses. This enables lenders to provide financing to small businesses when funding is otherwise unavailable on reasonable terms.

The eligibility requirements and credit criteria of the program are very broad in order to accommodate a wide variety of financing needs. When a small business applies to a lending institution for a loan, the lender reviews the application and decides if it merits a loan on its own or if it requires additional support in the form of an SBA guaranty. SBA backing on the loan is then requested by the lender. 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 would not otherwise obtain.

To qualify for an SBA guaranty, a small business must meet the 7(a) criteria, and the lender must certify that it could not provide funding on reasonable terms except with an SBA guaranty. The SBA can guarantee as much as 85% on loans up to \$150,000 and 75% on loans greater than \$150,000. The maximum guaranty is \$1,500,000 and the maximum loan size is \$2,000,000.

## How To I Apply for the SBA Guaranty?

The process is simple.

1. Borrowers should first approach their bank of choice (in Michigan nearly every bank in the state is approved to work with SBA), complete and submit a commercial loan application for initial review.
2. The lender will review the application and decide whether to apply for an SBA guaranty.
3. Lender submits an application to SBA.
4. After SBA approval, the lending institution closes the loan and disburses the funds. All monthly loan payments are made directly to the lender.

As with any loan, you are responsible for repaying the full amount of the loan. There are no balloon payments,

# SBA's Loan Guaranty Programs

application fees or points permitted with the 7(a) loans. Repayment plans may be tailored to each borrower.

## What Makes Someone a Good Candidate for the SBA Guaranty?

While SBA does not have finite criteria to automatically qualify someone for the SBA guaranty, typically it is used for businesses on the border between too "high risk" and bankable.

When a bank applies for the SBA guaranty, it is certifying to SBA that it would not offer this loan without the guaranty. Therefore the SBA guaranty is the difference between getting a loan and not getting a loan. While it cannot make a weak business more bankable, it is especially helpful for new business owners, those with weak collateral, and those with tight cash flow projections.

## Use of Proceeds

You can use a 7(a) loan to: expand or renovate facilities; purchase machinery, equipment, fixtures and leasehold improvements; finance receivables; augment working capital; refinance existing debt with compelling reason; finance seasonal lines of credit; construct commercial buildings; and/or purchase land or buildings.

## Terms, Interest Rates and Fees

The length of time for repayment depends on the use of the proceeds and the ability of your business to repay; usually 5-10 years for working capital, and up to 25 years for fixed assets such as the purchase or major renovation of real estate or purchase of equipment, not to exceed the useful life of the asset. Both fixed and variable interest rates are available. Rates are capped at no more than 2.25% over the lowest prime rate (as published in the Wall Street Journal) for loans with maturities of less than seven years and up to 2.75% for seven years or longer. For loans under \$50,000, rates may be higher.

The SBA charges the lender a one-time fee to provide a guaranty, and the lender may pass this charge on to you. The fee varies depending upon the amount and maturity of the loan and the dollar amount that SBA guarantees. Guaranty fees are calculated based on the guaranteed portion of the loan only. Your lender can provide information on SBA's current fee structure.

## Collateral

You must pledge sufficient assets to the extent that they are reasonably available to adequately secure the loan. Personal guarantees are required from all the principal owners of the business. Liens on personal assets of the principals may be required. However, in most cases a loan will not be declined where insufficient collateral is the only unfavorable factor, if all available collateral is offered.

## Eligibility

Your business generally must be operated for profit and fall within the size standards set by SBA. The SBA determines if the business qualifies as a small business based on the average number of employees during the preceding 12 months or on sales averaged over the previous three years.

Loans cannot be made to businesses engaged in speculation or investment.

Maximum size standards:

- Manufacturing - Generally not more than 500 employees, but in some cases up to 1,500 employees
- Wholesale - not more than 100 employees
- Retail or Service - Average (3 year) annual sales or receipts of not more than \$6.0 million to \$29.0 million, depending on business type
- Construction - Average (3 year) annual sales or receipts of not more than \$12.0 million to \$28.5 million, depending on the specific business type

## What SBA Looks for

- Good character
- Management expertise and commitment necessary for success
- Sufficient funds, including the SBA guaranteed loan, to operate the business on a sound financial basis (for a new business, this includes the resources to meet start-up expenses and the initial operating phase)
- Feasible business plan
- Adequate equity or investment in the business
- Sufficient collateral
- Ability to repay the loan on time from the projected operating cash flow

## SPECIALIZED PROGRAMS UNDER 7(A)

There are a number of special loan programs under the 7(a) program that address specific needs of start-up or established businesses. They are governed for the most part, by the same rules as the regular 7(a) loan guaranty. Your lender can advise you of any variations.

### SBA*LowDoc*

*SBA<sub>LowDoc</sub>* has been one of SBA's most popular programs. It was designed to increase the availability of loans under \$150,000 by streamlining the loan review process. Under *SBA<sub>LowDoc</sub>*, the lender submits a simple two-page application form which is processed within 36 hours. With *SBA<sub>LowDoc</sub>*, SBA may guarantee up to 85% of the loan amount up to \$150,000. Proceeds may not be used to repay certain types of existing debt.

### SBA*Express*

*SBA<sub>Express</sub>* is available for loans up to \$350,000. The program authorizes SBA lenders to use mostly their own forms, analysis and procedures to process, service and liquidate SBA guaranteed loans. The SBA guarantees up to 50% of an *SBA<sub>Express</sub>* loan. Like most 7(a) loans, maturities are usually five to seven years for working capital and up to 25 years for real estate and equipment. Revolving lines of credit are allowed for a maximum of five years. Please see page 10 for a list of *SBA<sub>Express</sub>* lenders.

### Community*Express*

This program for loans of \$250,000 or less couples technical assistance with financial assistance. Before securing the loan, borrowers work with local business counselors to help increase their chances of success. This program was

# SBA's Loan Guaranty Programs

developed to help revitalize low income areas (as designated by Census Bureau) through business investment; therefore, eligible businesses must be located in one of these pre-designated geographic areas. Call the Michigan District Office for the nearest bank that offers this program.

## **CAPLines**

The CAPLines program is designed to help small business owners meet their short-term and cyclical working capital financing needs. There are five loan programs under the CAPLines umbrella which may be used to finance seasonal working capital needs; finance direct costs for construction, service, and supply contracts; and finance operating capital by obtaining advances against existing inventory and accounts receivable; and/or consolidate short-term debt.

## **Export Working Capital Program**

The Export Working Capital Program (EWCP) provides pre- or post- shipment working capital financing for export activities. It is transaction-based and can be a revolving line of credit or structured for each purchase order, shipment, or contract. The loan funds may be used for pre-sold inventory, materials and labor, financing foreign receivables, and standby letters of credit used for performance bonds, bid bonds, or payment guarantees to foreign buyers. The loan may not be used for refinancing, fixed assets, marketing, or setting up operations abroad. With EWCP, SBA will guaranty up to 90% of the loan amount up to \$1,666,666 with a maximum loan amount of \$2,000,000. The maturity is typically 12 months or less and SBA's fee is 1/4 of one percent of the loan guarantee extended to the lender. For more information, please call our International Trade Finance Specialist, John O'Gara at **(313) 226-3670**.

## **ExportExpress**

SBA *ExportExpress* helps small businesses that have exporting potential, but need funds to buy or produce goods, and/or to provide services, for export. With *ExportExpress*, SBA will guaranty up to 85% of the loan amount up to \$150,000 and 75% for loans more than \$150,000 up to a maximum loan amount of \$250,000. The maximum loan amount under *ExportExpress* is \$250,000. Loan proceeds may be used to finance export development activities such as:

- Participation in a foreign trade show;
- Translation of product brochures or catalogues for use in overseas markets;
- General lines of credit for export purposes;
- Service contracts from buyers located outside the United States;
- Transaction-specific financing needs associated with completing actual export orders;
- Purchase of real estate and equipment to be used in production of goods or services which will be expansion,
- Provide term loans and other financing to enable small business concerns, including export trading companies and export management companies, to develop foreign markets; and/or
- Acquire, construct, renovate, modernize, improve or expand productive facilities or equipment to be used in the United

States in the production of goods or services involved in international trade.

## **Prequalification Program**

The SBA Prequalification loan program was developed to provide substantive support and assistance with the loan application process. It uses intermediary organizations to assist prospective women, minority, or disabled borrowers to develop viable loan application packages for loans under \$250,000. The key innovation of this program is that applicants work with organizations that are experts in preparing loan packages and business plans that meet lender and SBA criteria. Unlike SBA's other guaranty programs, after completing the loan proposal the applicant (through the intermediary) submits the proposal directly to SBA for consideration. If SBA approves the application, the borrower is issued a letter of pre-commitment which he or she may then take to the lender of their choice. To be eligible, a prospective business must be 51% or more owned by a woman, minority, or disabled individual(s). The intermediaries in Michigan are as follows:

### **Center for Empowerment and Economic Development**

2002 Hogback Road, Suite 12  
Ann Arbor, MI 48105  
P (734) 677-1400/Fax (734) 677-1465  
Statewide intermediary for women and minority programs.

### **Cornerstone Alliance**

38 West Wall Street, PO Box 428  
Benton Harbor, MI 49023-0428  
P (616) 925-6100/Fax (616) 925-4471  
Offers women and minority programs locally.

## **Certified and Preferred Lenders**

SBA's most active and expert lenders qualify as Certified and Preferred Lenders. Participants are delegated partial or full authority to approve loans which results in faster service. Certified lenders that have been heavily involved in regular SBA loan-guaranty processing and have met certain other criteria receive partial delegation of authority and are given a three-day turnaround on their applications. Preferred lenders are chosen from among the SBA's best lenders and enjoy full delegation of lending authority. This authority must be renewed at least every two years and each lender's portfolio is examined by the SBA periodically. See list on page 10.

## **504 LOAN PROGRAM**

504 is the SBA's economic development instrument that supports American small business growth and helps communities through business expansion and job creation. The SBA 504 loan program provides long-term, fixed-rate, subordinated mortgage financing for acquisition and/or renovation of capital assets including land, buildings, and equipment.

The SBA's 504 lending intermediaries, Certified Development Companies (CDCs), serve your community to finance business expansion needs through 504. Its professional staff works directly with you to tailor a financing package that meets program guidelines and the credit

# SBA's Loan Guaranty Programs

capacity of your business. The 504 loan program is the first national financing program specifically designed for expanding small business whose investment will create jobs. For more information, contact the Michigan District Office at (313) 226-6075 or contact the nearest CDC as listed:

## **Economic Development Foundation-Certified**

1345 Monroe NW, Suite 132  
Grand Rapids, Michigan 49505  
P (888) 330-1776/F (616) 458-5736

## **Growth Finance Corporation**

204 E. Edgerton, PO Box 501  
Howard City, Michigan 49329-0501  
P (231) 937-7429/F (231) 937-6627

## **Lakeshore 504 - South Office**

272 East 8th Street  
Holland, Michigan 49423  
P (616) 392-9633/F (616) 392-7379

## **Lakeshore 504 - North Office**

One South Harbor Drive  
Grand Haven, Michigan 49417  
P (616) 842-3153/F (616) 842-0379

## **Metropolitan Growth and Development Corp.**

600 Randolph Street, Third Floor  
Detroit, Michigan 48226  
P (313) 224-0820/F (313) 224-8458

## **Michigan Certified Development Company**

822 Centennial Way, Suite 180  
Lansing, Michigan 48917  
P (517) 886-6612/F (517) 886-6619

## **Oakland County Business Finance Corporation**

1200 N. Telegraph  
Executive Office Building  
Pontiac, Michigan 48341  
P (248) 858-0879/F (248) 975-9555

## **SEM Resource Capital**

170 College Avenue, Suite 260  
Holland, Michigan 49423  
P (616)396-8591/F (616) 355-5485

## **SEM Resource Capital**

17177 N. Laural Park Drive, Suite 360  
Livonia, Michigan 48152  
P (734) 464-4418/F (734) 464-4419

## **MICROLOANS**

The Microloan program provides small loans ranging from under \$500 to \$35,000. Under this program, the SBA makes funds available to nonprofit intermediaries that, in turn, make the loans directly to entrepreneurs. 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

## **Preferred and Express Lenders Serving Michigan**

The following made at least one SBA loan during FY 2003.

### **Preferred Lenders**

Bank One\*  
Business Loan Center  
Citizens Bank\*  
CIT Small Business Lending  
Comerica Bank  
Fifth Third Bank\*  
GE Capital Small Business Finance  
Huntington National Bank\*  
Irwin Union Bank\*  
KeyBank\*  
National City\*  
Republic Bank\*  
Standard Federal\*  
United Bank of Michigan\*  
United Midwest Savings Bank  
U.S. Bank\*  
Unizan Bank\*  
UPS Capital Business Credit  
Wachovia Small Business Capital  
Wells Fargo Bank\*

### **Regular Lenders**

1st Source Bank  
Abington Savings Bank  
American Express Centurion Bank\*  
Banco Popular North America  
Bank of America  
Bank of Lenawee  
Bank of Washtenaw  
Business Lenders  
Branch Banking and Trust Company  
Capital One\*

Capitol National Bank  
Centier Bank  
Century Bank and Trust\*  
Charter One Bank  
Chelsea State Bank  
Chemical Bank and Trust\*  
Chemical Bank Shoreline\*  
ChoiceOne Bank  
Citizens First Savings Bank\*  
Commercial Bank\*  
Community Bank of Dearborn  
Community Central Bank  
Community Shores Bank  
Eastern Michigan Bank  
First Federal of Northern Michigan  
First National Bank of Iron Mountain  
Firstar Bank  
Firstbank - Saint Johns  
Founders Trust Personal Bank  
Franklin Bank\*  
G.W. Jones Exchange Bank  
Grand Haven Bank  
Greenville Community Bank  
Hillsdale County National Bank\*  
Huron Community Bank\*  
Independence Bank  
Innovative Bank\*  
Ionia County National Bank\*  
Kent Commerce Bank  
Macatawa Bank\*  
Mason State Bank  
Mercantile Bank of West Michigan\*  
Metrobank\*  
MFB Financial  
Monarch Community Bank  
Muskegon Commerce Bank \*

Monroe Bank & Trust  
NCB Savings Association  
Newtek Small Business Finance, Inc.  
North Country Bank and Trust  
Northern Michigan Bank  
Northwestern Bank\*  
Old Mission Bank\*  
Oxford Bank\*  
Paramount Bank  
Peoples State Bank  
Portage Commerce Bank  
Seaway Community Bank  
Shorebank BIDCO  
Sky Bank\*  
Small Business Loan Source  
Southern Michigan Bank & Trust  
State Bank of Escanaba  
Stearns Bank  
Stephenson National Bank & Trust  
Superior National Bank and Trust  
TCF Bank\*  
Temecula Valley Bank  
The First National Bank of Negaunee  
The First National Bank of St. Ignace  
The Honor State Bank\*  
The Peninsula Bank  
The Provident Bank  
The State Bank  
The State Savings Bank\*  
Tri-County Bank  
United Bank & Trust  
Warren Bank  
West Michigan Community Bank  
Wisconsin Business Bank

\*denotes SBAExpress lenders

# SBA's Loan Guaranty Programs

borrower and intermediary. The average loan size is \$10,000. For more information, contact the Michigan District Office at **(313) 226-6075** or contact the microlender serving your area.

## **Center for Empowerment and Economic Development**

2002 Hogback Road, Suite 12  
Ann Arbor, Michigan 48105  
P (734) 677-1400/F (734) 677-1465  
Covers Washtenaw, Oakland, Macomb, and Wayne counties (excluding the city of Detroit).

## **Kent Area Microbusiness Loan Services**

25 Sheldon St. SE, Suite 210  
Grand Rapids, MI 49503  
P (616) 458-3404/F (616) 458-6447  
Covers Kent County.

## **Northern Economic Initiative Corp.**

228 W. Washington Street  
Marquette, Michigan 49855  
P (906) 228-5571  
Covers the Upper Peninsula.

## **Rural Michigan Intermediary Relending Program**

121 E. Front Street, Suite 201  
Traverse City, Michigan 49684  
P (231) 941-5858  
Covers the northern half of the Lower Peninsula.

## **Saginaw Economic Development Center**

301 E. Genesee - 3rd Floor  
Saginaw, MI 48607  
P (989) 759-1395  
Covers the City of Saginaw.

## **SMALL BUSINESS INVESTMENT COMPANIES (SBIC)**

Equity funding is one of several alternatives to traditional bank financing available to smaller businesses. The Small Business Investment Companies program (SBIC) fills the gap between the availability of venture capital and the needs of small businesses that are either starting or growing. Licensed and regulated by SBA, SBICs are privately owned and managed investment firms that make capital available to small businesses through investments or loans. They use their own funds plus funds obtained at favorable rates with SBA guaranties and/or selling their preferred stock to SBA. SBICs are for-profit firms whose incentive is to share in the success of a small business. In addition to equity capital and long-term loans, SBICs provide debt-equity investments and management assistance.

The SBIC program provides funding to all types of manufacturing and service industries. Some investment companies specialize in certain fields, while others seek out small businesses with new products or services because of the strong growth potential. Most, however, consider a wide variety of investment opportunities.

There are two types of SBICs, the "regular" SBICs and SSBICs-Specialized Small Business Investment Companies, targeted toward the need of entrepreneurs who have been denied the opportunity to own and operate a business because of social or economic disadvantage. For more information, contact the Michigan District Office at **(313) 226-6075** or call any of these SBICs.  
2005 Michigan Small Business Sourcebook

## **EDF Ventures, LP**

425 North Main Street  
Ann Arbor, Michigan 48104-1147  
P (734) 663-3213/F (734) 663-7358  
Mary Campbell, Contact; E-mail: [Imarler@edfvc.com](mailto:Imarler@edfvc.com)

## **InvestCare Partners, LP**

32330 W. 12 Mile Road  
Farmington Hills, Michigan 48334  
P (248) 489-9000/F (248) 489-8819  
Malcolm Moss, Manager  
E-mail: [Ishiple@gmaccapital.com](mailto:Ishiple@gmaccapital.com)

## **Merchants Capital Partners, LP**

24 Frank Lloyd Wright Drive  
Lobby L, 4th Floor  
Ann Arbor, Michigan 48106  
P (734) 994-5505/F (734) 994-1376  
Pat Beach, G. Cohen, Ross Martin, Managers  
E-mail: [jwesner@merchantscapitalpartners.com](mailto:jwesner@merchantscapitalpartners.com)

## **North Coast Technology Investor, LP**

206 S. Fifth Avenue, Suite 550  
Ann Arbor, Michigan 48104-0648  
P (734) 662-7667/F (734) 662-6261  
Hugo Braun or Lindsay D. Aspegren  
E-mail: [hugo@northcoastvc.com](mailto:hugo@northcoastvc.com)

## **Pacific Capital, LP**

900 Victor's Way, Suite 280  
Ann Arbor, Michigan 48108  
P (734) 747-9401/F (734) 747-9704  
Dan Boyle, Vice President  
E-mail: [tcx@whitepines.com](mailto:tcx@whitepines.com)

## **TD Lighthouse Capital Fund, LP**

303 Detroit Street, Suite 301  
Ann Arbor, Michigan 48104  
P (203) 629-8700/F (203) 629-9293  
Joan Neuscheler, Contact  
E-mail: [mmcleish@tullisdickerson.com](mailto:mmcleish@tullisdickerson.com)

## **White Pines Limited Partnership I**

900 Victor's Way, Suite 280  
Ann Arbor, Michigan 48108  
P (734) 747-9401/F (734) 747-9704  
Ian Bund, President; E-mail: [tcx@whitepines.com](mailto:tcx@whitepines.com)

## **Specialized Small Business Investment Companies**

### **Dearborn Capital Corp**

c/o Ford Motor Credit Corporation  
The American Road  
Dearborn, Michigan 48121  
P (313) 337-8577/F (313) 390-3783  
William Lang, President

### **Motor Enterprises, Inc.**

200 Renaissance Center, 10th Floor  
PO Box 200, Mail Code: 482-B10-C76  
Detroit, MI 48265-2000  
P (313) 665-6083/F (313) 665-6208  
Lindsay Luttinen, VP and Treasurer  
E-mail: [lindsey.luttinen@GM.com](mailto:lindsey.luttinen@GM.com)

### **Shorebank Capital Corporation**

228 West Washington Street  
Marquette, MI 49855  
P (906)228-6080/Fax (906)228-5572  
Kathryn J. Polansky, President; E-mail: [alan\\_keaton@sbk.com](mailto:alan_keaton@sbk.com)

# Web Resources

## WEB RESOURCES

The following is a quick reference to many helpful Web sites for Michigan entrepreneurs. Listing does not imply endorsement by the SBA.

### General Small Business Information

**U.S. Small Business Administration** <http://www.sba.gov>  
**SBA On-line Library** <http://www.sba.gov/library/pubs.html>  
**Women's On-line Business Center** <http://www.onlinewbc.gov>  
**U.S. Business Advisor** <http://www.business.gov>  
**Calendar of Events** <http://www.sba.gov/calendar>  
**Small Business Information Center**  
<http://sbdcnnet.utsa.edu/default.htm>

### E-mail Counseling

**Michigan Small Business & Technology Development Centers** <http://www.misbtcd.org>  
**SCORE** <http://www.score.org>

### Sample Business Plans

**SBA** <http://www.sba.gov/starting/indexbusplans.html>  
**MI-SBTDC** <http://www.misbtcd.org/businessplanningtools.asp>  
**ASBDC** <http://sbdcnnet.utsa.edu/SBIC/bplans.htm>

### Legal and Regulatory Information

**Business Law** <http://www.business.gov>  
**Michigan Business License Search** <http://medc.michigan.org>  
**NAICS/SIC code search and Size Standards**  
<http://www.sba.gov/size/indextableofsize.html>  
**National Ombudsman** <http://www.sba.gov/ombudsman>  
**UPC Bar Codes** <http://www.uc-council.org>

### E-commerce

**A "How-to" Guide** <http://www.sba.gov/training/courses.html>

### Taxes

**IRS Small Business/Self Employed** <http://www.irs.gov>

### Financing

**SBA Loan Guaranty Programs** <http://www.sba.gov/financing>  
**List of Venture Capital in Michigan** <http://medc.michigan.org>  
**Catalog of Federal Domestic Assistance** <http://www.cfd.gov>  
**Small Business Innovation Research** <http://www.sba.gov/sbir/>

### Government Contracting

**SBA-Government Contracting Office** <http://www.sba.gov/gc>  
**Federal Procurement Opportunities** <http://www.fedbizopps.gov>  
**HUBZones** <http://www.sba.gov/hubzone>  
**Guide to Selling to the Federal Government for Women**  
<http://www.sba.gov/womeninbusiness/selling.html>

### Export Information

**The U.S. Government Export Portal** <http://www.tradenet.gov>  
**Michigan District Export Council** <http://www.exportmichigan.com>

### Patents, Trademarks and Copyrights

**The Entrepreneur's Network** <http://www.tenonline.org>  
**U.S. Copyright Office** <http://copyright.gov>  
**U.S. Patent and Trademark** <http://www.uspto.gov>  
**Great Lakes Patent and Trademark Center**  
[http://www.detroit.lib.mi.us/glptc/glptc\\_index.htm](http://www.detroit.lib.mi.us/glptc/glptc_index.htm)

### Veterans

**Center for Veterans Enterprise** <http://www.va.gov/vetbiz>

### Women

**Online Women's Business Center** <http://www.onlinewbc.gov>  
**Women's Business Center** <http://www.onlinewbc.gov/wbc.pdf>  
**Michigan Women's Marketplace** <http://www.miwomen.com>

# Government Regulations and Your Business

**J**ust because your business is small, does not mean it is exempt from local, state, and federal regulations. Avoid the temptation to ignore regulatory details. Doing so may avert red tape in the short term, but it could be an obstacle as your business grows. Taking the time to research the applicable regulations is as important as knowing your market.

Below is a list of the most common requirements that affect small businesses, but it is by no means exhaustive. Many regulations vary by industry so carefully investigate the regulations that will affect you. For example, if you are in the food service industry, you will have to deal with the health department; if you use chemical solvents, you will have environmental regulations to meet. Lack of compliance could leave you unprotected legally, lead to expensive penalties, and jeopardize your business.



**TIP:** Have a legal or regulatory question? Visit SBA's BusinessLaw Web site at <http://www.businesslaw.gov> (select "Michigan" from left-hand menu) to find the answers to your questions and links to local resources. The State of Michigan has also launched a site for start-up businesses at <http://www.michigan.gov/businessstartup>. This interactive tool allows new business ventures to file their business entity and register for applicable state taxes on-line.

## BUSINESS LICENSES

While there is no such thing as a "small business license" in Michigan, some occupations, professions, and business activities require certification or licensing. You may check the Michigan Economic Development Corporation (MEDC) Web site at <http://medc.michigan.org> for licensing and permit information (Look for "Search for State Licenses" in the Business Services section). Business owners may also call the MEDC at (517) 373-9808. Also check with the county and/or city clerk to determine if any local licenses or registrations exist.

## REGISTERING A BUSINESS NAME

Since there is no one agency where all businesses must register, where you register your business will depend on the legal structure (see page 4). If your business is a sole proprietorship or a general partnership and you are doing business under a different name, you must file a "Certificate of Assumed Name" with the county clerk.

To register the business name as a corporation, limited partnership or limited liability company, contact the Department of Labor & Economic Growth at (517) 241-6470 or visit its Web site at <http://www.michigan.gov/cis>. For information on how a corporation receives Subchapter S status, contact the IRS at (800) 829-3676. See the discussion on page 4 for more information.

## BUSINESS INSURANCE

Like home insurance, business insurance protects the contents of your business against fire, theft, and other losses. It is wise to discuss your business insurance needs with 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, others simply make good business sense. Common types of insurance may include liability, property, business interruption, "key man," automobile, officer/director, and home office. For more guidance, contact your insurance agent or broker.

## 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 city or municipality in which the business is located for detailed information. Also, part of the building code is a Barrier Free Design policy. This policy ensures that all facilities used by the public are accessible by all individuals. For additional information, contact the Michigan Department of Labor & Economic Growth, Bureau of Construction Codes and Fire Safety, Plan Review Division (517) 241-9328 or visit <http://www.michigan.gov/cis>.

## BAR CODING

The Uniform Code Council, Inc. (not a government agency) assigns a manufacturer's ID code for the purposes of bar coding. Many stores require bar coding on the packaged products they sell. For additional information, contact: Uniform Code Council, 7887 Washington Village Drive, Suite 300, Dayton, Ohio 45459; P (937) 435-3870 or visit its Web site at <http://www.uc-council.org>.

## HAZARDOUS SUBSTANCE CONSIDERATIONS

Use of hazardous substance in business is highly regulated and there are steep fines for non-compliance. If your company is involved in activities that may affect the environment, you may need permits issued by the Department of Environmental Quality (800) 662-9278. Also check with county and local authorities about permits and licensing. For asbestos and small business issues contact the U.S. Environmental Protection Agency at (800) 621-8431. The small business environmental home page for the EPA is <http://www.smallbiz-enviroweb.org>.

## BUSINESS TAX INFORMATION

Understanding your federal, state, and local tax obligations is important for every business owner. Since taxes can be confusing, you may want to consult an accountant or other tax expert to help you determine the obligations for your particular business. This list is meant to serve only as a guideline.

### Federal Taxes

All businesses are required to pay taxes to the federal government. The legal structure, whether there are employees, and the type of business determines which taxes apply and the time-line of payment. Most businesses are required to make regular payments of estimated tax throughout the year. To learn more, you may wish to read the IRS Publication 583 "Starting a Business and Keeping Records." To determine federal tax liability, establish a payment schedule and obtain the necessary forms, contact the IRS at (800) 829-3676 or visit <http://www.irs.gov>.

# Government Regulations and Your Business

**Employer Identification Number** - Also known as a Federal Tax ID number, any business with employees (or meeting other criteria defined on the IRS Web page) must file for an Employer Identification Number (Form SS-4). Form SS-4 may be downloaded from <http://www.irs.gov> (business section), ordered through IRS's Fax-on-Demand service **(703) 368-9694**, ordered by phone from **(800) 829-3676**, or may be obtained from an IRS office. Form SS-4 is also included with the IRS Business Tax Kit. IRS Publication 1365, "Understanding your EIN," also provides information on the EIN. To receive your EIN electronically, consult <http://www.irs.gov>.

**Self-Employment Tax** - Self-employed individuals earning more than \$400 must report their earnings on Schedule SE (Self Employment Tax) regardless of whether they owe any income tax. Self employed individuals must also complete Form 1040 and Schedule C (Profit or Loss from Business). These forms may be obtained from the IRS's Web page <http://www.irs.gov>.

## TAXPAYER ASSISTANCE

The Taxpayer Education & Communication (TEC) unit is a part of the Small Business/Self-Employed operating division of the IRS. The TEC unit provides customer focused products, services and assistance to small business owners, including workshops to educate small business owners about their federal tax responsibilities. If you are interested in attending a workshop or would like TEC to speak to your business organization, contact the TEC hotline at (313) 628-3902. IRS also has a Web site geared towards small business owners, the address to the Small Business/Self-Employed Web site is <http://www.irs.gov/smallbiz>. The Web site provides answers to often asked questions, tax tips, a tax calendar, and other business information.

## Michigan Taxes

In Michigan, businesses may register for taxes by filling out Form 518 "Registration for Michigan Taxes." This form allows a business to register for sales, use or withholding taxes, the single business tax, motor fuel or tobacco products tax. To obtain a form, call the Michigan Department of Treasury at (800) 367-6263 or (517) 373-3200 or visit <http://www.michigan.gov/treasury>.

**Sales Tax** - Anyone who engages in retail sales of tangible personal property from a Michigan location needs a sales tax license. The Michigan sales tax is currently 6% of sales receipts. All businesses liable for sales tax should file a license application with the Sales, Use and Withholding Division of the Michigan Department of Treasury. Contact (800) 367-6263 or (517) 636-4730 an application.

**Single Business Tax** - This Michigan tax is a modified value-added tax. Businesses with annual gross receipts of less than \$250,000 are not liable for the SBT levied by the Michigan Department of Treasury. For more information, contact the Single Business Tax Division of the Michigan Department of Treasury at (517) 636-4700.

## LOCAL TAXES

For information on local tax obligations, call your city or township treasurer and ask what is required of your business.

## Electronic Federal Tax Payment System (EFTPS)

This free electronic tax payment system offered by the U.S. Treasury gives businesses the convenience of making ALL their federal payments by phone or personal computer using free Windows®-based software, 24 hours a day, 7 days a week, from home or office. With a phone or computer, businesses initiate their tax payments at least one calendar day before their taxes are due. On the due date the funds automatically move to EFTPS. Taxpayers can also use EFTPS through a program offered by financial institutions. After EFTPS processes the enrollment form, you will receive a conformation package that contains all the information you need to use the system. Enrollment forms may be obtained by calling **(877) 511-4899** or visiting <http://www.eftps.gov>.

## HIRING EMPLOYEES

The following items may apply to any business owner with employees, whether it is a start-up or a growing business. If you are a corporation, remember that anyone performing services for the corporation is considered an employee (even the "owner"). One Web site employers may find helpful is <http://www.employers.gov>.

**Immigration Act** - The Immigration Reform and Control Act of 1986 requires all employers to verify the employment eligibility of all new employees. The Immigration and Naturalization Service makes available a "Handbook for Employers" which provides step-by-step instructions on completing the "Employer Eligibility Verification" Form I-9, which is required by law when hiring new employees. For information call INS at (800) 375-5283 or for Michigan forms call (800) 870-3676.

## Income Tax Withholding - Payroll Taxes

IRS (800) 829-3676  
<http://www.irs.gov>

Michigan (800) 367-6263  
<http://www.michigan.gov/treasury>

## Federal Social Security Tax (FICA)

IRS (800) 829-1040  
<http://www.irs.gov>

## Federal Unemployment (FUTA)

IRS (800) 829-3676  
<http://www.irs.gov>

## Michigan Unemployment Tax

Michigan (800) 638-3994  
<http://www.michigan.gov/uia>

All employers must register with the Michigan Unemployment Insurance Agency even if the business is not liable. For a *Michigan Employer Handbook*, send a check or money order for \$15 to UC Handbook, Cadillac

# Government Regulations and Your Business

Place, 3024 W. Grand Blvd., Suite 13-600, Detroit, Michigan 48202; (800) 638-3994 or check its Web site at [http://www.michigan.gov/documents/ua\\_eh\\_order\\_3101\\_7.pdf](http://www.michigan.gov/documents/ua_eh_order_3101_7.pdf).

**TIP:** A Small Business Handbook from the U.S. Department of Labor addresses such topics as: employee benefits, safety and health standards, wages, hours, and other workplace standards. To view a copy of this publication, visit <http://www.dol.gov/asp/programs/guide.htm>.

## Workers' Compensation

Workers' compensation is the responsibility of the employer. Benefits are paid either directly by the employer or through an insurance company. All employers that regularly employ three or more part-time employees at one time, or employ one or more persons for at least 35-hours per week for at least 13-weeks during the preceding 52-weeks, are required to have workers' compensation insurance.

There is a publication available to help business owners understand Michigan's workers' compensation system, the *Michigan Workers' Compensation Guide*. To obtain a copy of this publication, contact the Michigan Economic Development Corporation (517) 373-9808 or check its Web site at <http://medc.michigan.org/services/workerscomp/>

## New Hire Reporting

A provision of the Federal Welfare Reform Act requires employers to report to the Michigan Department of Treasury basic information on all newly hired employees within 20 days of hiring. For further information or to obtain forms, contact the Michigan New Hire Operations Center at (800) 524-9846 or visit its Web site at <http://www.newhire-usa.com/mi>.

## WORKPLACE PROGRAMS

**Occupational Safety and Health Administration (OSHA):** For a complete set of safety and health standards, contact the Michigan OSHA at (517) 322-1814 or visit them on the Web at <http://www.michigan.gov/cis/0,1607,7-154-11407--,00.html>.

**Minimum Wage:** For federal information, contact the U.S. Department of Labor in Detroit at (313) 226-7447 or Grand Rapids at (616) 456-2004. For state information, contact the Michigan Department of Labor & Economic Growth at (517) 322-1825.

**American with Disabilities (ADA):** For assistance or clarification with the ADA, call (800) 669-3362 or visit them on the Web at <http://www.usdoj.gov/crt/ada/>.

**Drug-Free Workplace:** For information about programs to make the workplace drug/alcohol free, contact the Substance Abuse and Mental Health Services Administration at (301) 443-8956 or visit them on the Web at <http://www.samhsa.gov>.

**Affirmative Action and Equal Employment Opportunity:** For public information posters and information, contact the

Michigan Department of Civil Rights at (313) 456-3700 or check its Web site at <http://www.michigan.gov/mdcrl/>.

## INTELLECTUAL PROPERTY PROTECTION

**Patents and Trademarks** - Business owners may also need to secure a patent or trademark to protect their product or service. Trademarks and servicemarks used in Michigan may be registered with the state for ten years with the Corporation Division, Bureau of Commercial Services, Department of Labor & Economic Growth at (517) 241-6470. The registration fee is \$50. For information on federal registration of a patent or trademark, call the U.S. Patent and Trademark Office at (800) 786-9199 or consult its Web site at <http://www.uspto.gov>.

**Copyrights** - A copyright prevents illegal copying of written matter, works of art, or computer programs. To ensure copyright protection, you should always include notices on all copies of the work. Registration information may be obtained from the Register of Copyrights, Library of Congress at (202) 707-3000 or consult its Web site at <http://www.copyright.gov>.

## ACCOUNTING ASSISTANCE

To find an accountant in your area, check with the Michigan State Board of Accountancy (517) 241-9249 or visit the Michigan Association of CPA's Web site at <http://www.michcpa.org>.

## LEGAL ASSISTANCE

For information on hiring an attorney or for assistance in locating an attorney with business experience, contact the Michigan State Bar Association lawyer referrals service (800) 968-0738 or visit <http://www.michbar.org>.

## FRANCHISING

Franchisees have been active participants in the SBA's small business loan program for years. Since 1993, SBA has guaranteed loans for more than 18,600 franchises in nearly 1,350 franchise systems. The amount guaranteed by SBA exceeds \$5 billion.

There are primarily two forms of franchising: 1) product/trade name franchising and 2) business format franchising. In the simplest form, while you own the business, its operation is governed by the terms of the franchise agreement. For many, this is the chief benefit of franchising. You are able to capitalize on a business format, trade name, trademark and/or support system provided by the franchisor. This is known as "product/trade name" franchising. "Business format" franchising is a broader form of franchising where an ongoing relationship exists between the two parties. Business format franchisees often provide a full range of services and expertise, including site selection, training, management guidance, product supply, marketing plans and even assistance in obtaining financing. The franchisee brings to the franchise operation the entrepreneurial spirit and drive necessary to make the franchise a success.

There are more than 3,000 franchised businesses covering nearly every conceivable industry. The challenge is to decide on one that both interests you and is a good investment.

# Doing Business With the Federal Government

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.

If you are concerned about the risk involved in a new, independent business venture, then franchising may be the best business 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 and to download a copy of the *Small Business Entrepreneur's Checklist*, go to <http://www.sba.gov/starting/textonly/indexworkshops.html>.

## DOING BUSINESS WITH THE FEDERAL GOVERNMENT

### Minority Enterprise Development - 8(a)

The 8(a) program is a business development program for small businesses owned, managed, and controlled by individual(s) who are socially and economically disadvantaged, and which have the capacity and capability to sell products and services directly to the federal government.

Through the 8(a) program, SBA acts as a prime contractor and enters into contracts with other federal agencies, negotiating subcontracts with small companies in the 8(a) program at prices which enable the firms to perform the contract and earn a profit. SBA must assure procurement agencies that the 8(a) contractor can deliver quality products and services in a timely manner, at prices which are "fair and reasonable" to the government.

To participate in the program, a business must be at least 51% owned and operated by an individual who is a socially and economically disadvantaged citizen of the United States. The firm must also meet SBA's size standards and must have been established for two years before applying.

Social disadvantage is defined as individuals 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. Without evidence to the contrary, the following individuals are presumed to be socially disadvantaged: Black Americans, Native Americans, Hispanic Americans, Asian Pacific Islanders, and Subcontinent Asian Americans.

Economic disadvantage is defined as individuals who are socially disadvantaged and 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 and competitive market area who are not socially disadvantaged.

Information on the 8(a) and Small Disadvantaged Business Certification programs (see below) is provided by the SBA at an orientation session held the 1<sup>st</sup> Wednesday of each month at the McNamara Federal Bldg., 477 Michigan Ave., Room 895, Detroit. For more information, please call SBA at (313) 226-6075 and ask to speak to an MED Business Opportunity Specialist.

### Small Disadvantaged Business Certification

To qualify as an SDB, a firm must be 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 can also qualify by establishing their disadvantaged status. In the past, the government has relied on self-certification for purpose of SDB eligibility, which allowed firms to identify themselves as meeting the requirements for certification. Under the new rule, before a small business concern can become eligible to receive benefits as an SDB, it must be certified as an SDB by SBA.

## GOVERNMENT CONTRACTING

The federal government is the largest buyer in the world. Small businesses are often at a disadvantage when trying to win federal contracts, but the SBA can help overcome the barriers. Working closely with federal agencies and the nation's leading large contractors, the SBA works to ensure that small businesses obtain a fair share of government contracts and subcontracts. The SBA has a number of programs to help small firms do business with the federal government:

### Prime Contracts Program

Through the Prime Contracts program, the SBA helps to increase the small business share of government contracts. It also advocates for the breakout of items purchased through full and open competition. SBA procurement center representatives (PCRs) work to expand contracting opportunities for small businesses. PCRs review the subcontracting actions at major federal procurement centers, review the subcontracting plans, recommend contracting sources and provide counseling.

There are two types of PCRs: traditional and breakout. Traditional PCRs work to increase the number of procurements set aside for small businesses. Breakout PCRs work to remove components or spare parts from sole-source procurements to those available through open competition, which generates savings for the federal government.

Visit SBA's Office of Government Contracting Home Page at <http://www.sba.gov/gc> for a listing of PCRs and buying installations nationwide.

### Subcontracting Assistance Program

The Subcontracting program promotes maximum use of small businesses by the nation's large prime contractors. The SBA's commercial market representatives (CMRs) visit large businesses to identify and expand subcontracting opportunities for small businesses. To ensure that large

# Doing Business With the Federal Government

businesses comply with their small business subcontracting program requirements, CMRs conduct program reviews. They also counsel small businesses on how to market their products and services to these large contractors.

## **SUB-Net**

Prime contractors use SUB-Net to post subcontracting opportunities that may or may not be reserved for small business. Small businesses can review this Web site to identify opportunities in their areas of expertise. Creation of this site has shifted the traditional marketing strategy from the shotgun approach to one that is more focused and sophisticated. Instead of marketing blindly to hundreds of prime contractors, with no certainty that any given company has a need for their product or service, small businesses can now use their limited resources to identify concrete, tangible opportunities and then bid on them. You may find SUB-Net at <http://web.sba.gov/subnet>.

## **Certificate of Competency Program (COC)**

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 low bidder. When the small business applies for a COC, SBA industrial and financial specialists conduct a detailed review of the firm's capabilities to perform on the contract. If the business demonstrates the ability to perform, the SBA issues a COC to the contracting officer requiring the award of that specific contract to the small business.

## **Size Determination Program**

The Size Determination program ensures that only small firms receive contracts and other benefits set aside exclusively for small business. When a firm's claim that it is small is challenged, the SBA size specialists determine if the firm does in fact meet established SBA size standards. Size determinations may also be made when requested in connection with other federal contracting programs.

## **Very Small Business Program**

The Very Small Business (VSB) program is an extension of the small business set-aside program, administered by SBA as a pilot to increase opportunities for VSB concerns. Procurement requirements estimated to be between \$2,500 and \$50,000 must be reserved for eligible VSB concerns in designated pilot SBA districts. The state of Michigan is a pilot site.

The purpose of this pilot program is to improve access to federal government contract opportunities for concerns that are substantially below SBA's size standards by reserving certain procurements for competition among such VSB concerns. In order to qualify for the program, a firm's headquarters must be located within a designated pilot area and have 15 or fewer employees together with average annual receipts that do not exceed \$1 million.

There are no formal requirements for the VSB program except for a firm to respond to federal agency procurement solicitations. The firm will self-certify its VSB status as part of its oral or written offer to the government. However,

marketing a firm's capability to the federal government is a significant undertaking and like any significant marketing efforts requires planning and research of the customer's needs. Registering with DOD's Central Contractor Registration (CCR) database may help with your marketing efforts.

## **Procurement Program for Small Business Concerns Owned and Controlled by Service-Disabled Veterans**

This program permits contracting officers to restrict competition to small business concerns owned and controlled by service-disabled veterans if the contracting officer has a reasonable expectation that not less than two small business concerns owned and controlled by service-disabled veterans will submit offers and that the award can be made at a fair market price. In addition, the law authorizes sole source awards to service-disabled veteran-owned small businesses (SDVOSBs) under certain circumstances. SDVOSBs self-certify their business as owned by one or more service-disabled veterans.

## **THE CERTIFICATION MAZE**

Deciding which certifications you may need and where to go to get them can be extremely confusing. Here is a brief overview of the main certifications which may be required of a business owner and local contacts. This is not an exhaustive list.

To decide which type of certification is right for you, it is often helpful to look at your customer and what they require. Typically the federal government requires less than the private sector so if your customer is solely one group or the other, this limits your requirements. One exception is the Department of Transportation. To further complicate matters, both federal and state governments may have their own certification programs and may not recognize each other's certifications. For more information, please contact the following:

### **Women Business Enterprise Certification**

Provided by the private sector. The local certifying body is the Michigan Women's Business Council **(734) 677-1444**.

### **Minority Business Enterprise Certification**

Provided by the private sector. The local certifying body is the Michigan Minority Business Development Council **(313) 873-3200**.

### **Small Disadvantaged Business Owner (SDB)**

Provided by SBA (see page 14 for details). Contact the Michigan District Office **(313) 226-6075** for more information.

### **Disadvantaged Business Enterprise (DBE)**

Provided by the U.S. Department of Transportation. For more information, contact the DOT **(800) 532-1169 ext. 61930** or Michigan DOT **(517) 373-2160**.

## **SURETY BOND GUARANTEE PROGRAM**

The Surety Bond Guarantee (SBG) program was developed to provide small and minority contractors with contracting opportunities for which they would not otherwise bid. The

# Doing Business With the Federal Government

Office of Surety Guarantees administers the SBG program through a public-private partnership between the federal government and the surety industry. SBA guarantees bid, performance, payment, and ancillary bonds issued by surety companies for construction, service, and supply contracts and reimburses the sureties a percentage of the losses sustained if the contractor defaults. SBA's guarantee provides the incentive necessary for sureties to issue bonds to contractors who could not otherwise compete in the contracting industry.

The SBG program consists of the Prior Approval program and the Preferred Surety Bond (PSB) program. The Prior Approval program guarantees up to 90% of a surety's loss. Participants must obtain SBA's approval for each bond guarantee issued. Under the PSB program, sureties receive a 70% guarantee and are empowered to issue, service, and monitor bonds without SBA's prior approval. Each of these programs targets a different segment of the contracting community and both are necessary to reach all small business clientele.

The Surety Bond Guarantee program is a major factor in the surety reinsurance and contracting industries and is recognized as a primary stabilizing influence by those industries.

For more information on the Surety Bond Guarantee program, visit the SBA Web site at <http://www.sba.gov/financing/bonds/whatis.html>. Participating surety companies that work with Michigan companies include:

Capitol Indemnity Corporation, Madison, WI  
(608) 232-0420

J.M. Wilson Corporation, Carmel, IN  
(800) 538-4796

Marano & Associates Inc., Sterling Heights, MI  
(586) 286-2842.

## **CCR/Dynamic Small Business Search (formerly PRO-Net)**

The integration of PRO-Net and DOD's Central Contractor Registration (CCR) databases has created one portal for entering and searching small business sources. The CCR is the primary vendor database for the U.S. Federal Government. The CCR collects, validates, stores and disseminates data in support of agency acquisition missions. Both current and potential government vendors are required to register in CCR in order to be awarded contracts by the government. This integration assists small businesses with marketing their goods and services to the federal government and large prime government contractors. Procuring agencies and contracting officers who relied on PRO-Net as the authoritative source for vendors will now access this information through the CCR/DSBS. CCR/DSBS is also linked to <http://www.FedBizOpps.gov>, many federal agency home pages, and other sources of procurement information. Visit CCR/DSBS at <http://www.ccr.gov>.

## **HUBZone Empowerment Contracting**

The purpose of the Historically Underutilized Business Zones (HUBZones) is to encourage economic development through establishment of preferences for award of federal contracts to small businesses located in such areas. The HUBZones Empowerment Contracting program was enacted into law as part of the Small Business Reauthorization Act of 1997. The program falls under the auspices of the SBA and was implemented in late 1998. There are over 400 HUBZones in Michigan with over 200 in the City of Detroit. With this program, SBA is responsible for:

- Publishing final regulations to implement the program.
- Determining whether or not individual concerns are qualified HUBZone small businesses, eligible to receive HUBZone contracts.
- Maintaining a listing of qualified HUBZone small business concerns for use by acquisition agencies in awarding contracts under the program.
- Examining and verifying the representatives of business owners to ensure that they are eligible to receive HUBZone contracts.
- Adjudicating protests of eligibility to receive HUBZone contracts.
- Reporting to Congress the degree to which the HUBZone Empowerment Contracting program has yielded increased employment opportunities and investment in HUBZones.

To see whether your business is located within a HUBZone, visit SBA's Web page at <http://www.sba.gov/hubzone/>.

## **Procurement Technical Assistance Centers of Michigan**

Another resource SBA works with to locate procurement opportunities for Michigan companies are the Procurement Technical Assistance Centers of Michigan (PTAC). This statewide network provides government contract and export assistance. Highly skilled professionals assist businesses in acquiring federal and state government contracts, as well as identifying international product or service markets for exporting. Many PTACs are co-located with other SBA resource partners such as the Michigan SBTDCs. Visit PTAC's Web page at <http://www.michigantac.org>. The PTACs include:

### **Michigan Works! West Central**

Big Rapids (231) 796-4891

### **Wayne State University**

Detroit (313) 577-2241

### **Flint Genesee Economic Growth Alliance**

Flint (810) 238-8364

### **Technical Assistance Center of South Central Michigan**

Jackson (517) 788-4680

### **S.W. Michigan TAC**

Kalamazoo (269) 372-3941

### **Schoolcraft College Business Develop. Center**

Livonia (734) 462-4438

# Federal R&D And Disaster Assistance

## **Michigan Works!**

Marlette (989) 635-3561

## **Michigan Works! West Central**

Muskegon (231) 722-7700

## **N.E. Michigan Consortium**

Onaway (989) 733-8548

## **Economic Development Alliance of St. Clair County**

Port Huron (810) 982-9511

## **Saginaw Future, Inc.**

Saginaw (989) 754-8222

## **Downriver Community Conference**

Southgate (734) 362-3477

## **N.W. Michigan Council of Governments**

Traverse City (231) 929-5036

## **Macomb Chamber**

Warren (586) 751-3939

## **SMALL BUSINESS INNOVATION RESEARCH PROGRAM**

**S**BIR is a highly competitive program that encourages small business to explore their technological potential and provides the incentive to profit from its commercialization. By including qualified small businesses in the nation's R&D arena, high-tech innovation is stimulated and the United States gains entrepreneurial spirit as it meets its specific research and development needs.

Each year, 10 federal agencies are mandated to reserve a portion of their R&D funds to award to small business. These agencies designate the R&D topics and accept proposals.

Following submission of proposals, agencies make SBIR awards based on small business qualification, degree of innovation, technical merit, and future market potential. Small businesses that receive awards or grants then begin a three-phase program.

- Phase I is the startup phase. Awards of up to \$100,000 for approximately 6 months support exploration of the technical merit or feasibility of an idea or technology.
- Phase II awards of up to \$750,000, for as long as 2 years, expand Phase I results. During this time, the R&D work is performed and the developer evaluates commercialization potential. Only Phase I award winners are considered for Phase II.
- Phase III is the period during which Phase II innovation moves from the laboratory into the marketplace. No SBIR funds support this phase.

For more information, please visit SBA's Office of Technology <http://www.sba.gov/sbir>, contact the Entrepreneurial Development Center (517) 482-8788 or visit its Web page at <http://www.sbam.org>, or visit your nearest Michigan Small Business & Technology Development Center <http://www.misbtcd.org>.

## **DISASTER ASSISTANCE**

The SBA's Disaster Assistance Loan program is the primary federally funded loan program for funding long-range

recovery for private-sector, non-agricultural disaster victims. Assistance is available to businesses of all sizes and to individuals. Eligibility is based on an individual's financial criteria. Interest rates fluctuate according to statutory formulas. A low interest rate (not to exceed four percent) is available to applicants without credit available elsewhere. A higher rate (not to exceed eight percent) is available for those with credit available elsewhere. The program provides disaster loans when a declaration is made by the President or the SBA Administrator. There are three disaster loan programs:

**Physical Disaster Business Loans** – Loans are available to qualified applicant businesses of any size for uninsured losses up to \$1.5 million to repair or replace business property to pre-disaster conditions. Loans may be used to replace or repair real estate, equipment, fixtures and inventory and leasehold improvements.

**Economic Injury Disaster Loans (EIDL)**– Loans of up to \$1.5 million are available to small businesses that sustain economic injury as a direct result of a disaster. These working capital loans are made to businesses without credit available elsewhere to help pay ordinary and necessary operating expenses that would have been payable barring the disaster. Note: The maximum loan amount is \$1.5 million for EIDL and physical disaster loans combined, unless the business meets the federal criteria as a major source of employment. The \$1.5 million limit can be waived for businesses employing 250 or more people in an affected area.

**Loans for Homes and Personal Property- Real Property:** This is the major long-term recovery program for individual disaster losses. Loans are available to qualified homeowners for uninsured losses up to \$200,000 to repair or restore a primary residence to pre-disaster condition. **Personal Property** Loans are available to qualified homeowners and renter applicants for uninsured losses up to \$40,000 to repair or replace personal property, such as clothing, furniture, cars and so forth. Loans are not intended to replace extraordinary items such as antiques, pleasure craft, recreational vehicles, or fur coats.

# Local Sources of Assistance

## SBA PARTNER PROGRAMS

To help businesses start, grow, and prosper, the SBA cultivates partnerships with resources across the state to meet the needs of small businesses in every community. These resource partners work at the grassroots level to assist small businesses in a variety of ways. Some of the Michigan District Office's key partners include the Michigan Small Business and Technology Development Centers (SBTDC), SCORE "Counselors to America's Small Business," Women's Business Centers, Export Assistance Centers, and Biz Resource Centers.

## MICHIGAN SMALL BUSINESS & TECHNOLOGY DEVELOPMENT CENTERS

The Michigan SBTDCs are a partnership between the SBA, Grand Valley State University, and local funding partners. Through a network of 12 Regional Centers and 80 plus satellite and affiliate offices, certified business counselors provide management counseling, research, training, and advocacy for Michigan small businesses. Since its inception in 1983, the SBTDCs have provided free, one-on-one counseling assistance to over 102,000 Michigan clients.

The Michigan SBTDC offers assistance with every phase of business from start-up through growth and expansion. Counselors can help write business plans, conduct market research, make cash flow projections, develop marketing strategies, international trade, government procurement, and a variety of other issues.

All counseling services are free and confidential. Each center also offers a variety of training seminars at low or no cost. Please contact the center closest to you for more information:

### STATE HEADQUARTERS <http://www.misbtcd.org>

Grand Valley State University  
510 West Fulton  
Grand Rapids, MI 49504  
P (616) 331-7480/F (616) 331-7485  
E-mail: [lopuckic@gvsu.edu](mailto:lopuckic@gvsu.edu)  
Carol Lopucki, State Director

## REGION 1 – Upper Peninsula <http://www.misbtcd.org/region1>

1st Step, Inc.  
2415 14th Avenue, South  
Escanaba, MI 49829  
P (906) 786-9634/F (906) 786-4442  
E-mail: [1ststep@chartermi.net](mailto:1ststep@chartermi.net)  
David Gillis, Regional Director

**Additional Counseling Locations**  
Dickenson Area Partnership  
600 S. Stephenson Avenue  
Iron Mountain, MI 49801  
P (906) 774-2002/F (906) 774-2004

Iron County EDC  
Courthouse - 2 South 6<sup>th</sup> Street  
Crystal Falls, MI 49920  
P (906) 875-6688/F (906) 875-0657  
E-mail: [edc@iron.org](mailto:edc@iron.org)

Keweenaw Bay Indian Community  
107 Beartown Road  
Baraga, MI 49908  
P (906) 353-6623 x4115/F (906) 353-7540  
E-mail: [donnaoo@up.net](mailto:donnaoo@up.net)

Keweenaw Peninsula Chamber  
PO Box 336  
Houghton, MI 49931  
P (906) 482-5240/F (906) 482-5241

Lake Superior Community Partnership  
501 South Front Street  
Marquette, MI 49855  
P (906) 226-6591/F (906) 226-2099

Ontonagon County EDC  
725 Greenland Road  
Ontonagon, MI 49953  
P (906) 884-4188/F (906) 884-2916  
E-mail: [ontcoedc@jamadots.com](mailto:ontcoedc@jamadots.com)

River Cities Regional Chamber of Commerce  
1005 Tenth Avenue  
Menominee, MI 49858  
P (906) 863-2679/F (906) 863-3288

Sault Chamber of Commerce  
2581 I-75 Business Spur  
Sault Ste. Marie, MI 49783  
P (906) 632-3301/F (906) 632-2331  
E-mail: [saultchamber@30below.com](mailto:saultchamber@30below.com)

Luce County EDC  
401 W. Harrie Street  
Newberry, MI 49868  
P (906) 293-5982/F (906) 293-2904  
E-mail: [mclaren@up.net](mailto:mclaren@up.net)

Mackinac County EDC  
100 S. Marley

St. Ignace, MI 49781  
P (906) 643-0356/F (906) 643-6581  
E-mail: [edc@mackinacounty.net](mailto:edc@mackinacounty.net)

Schoolcraft County EDC  
321 Deer Street  
Manistique, MI 49854  
P (906) 341-5126/F (906) 341-5555

Finlandia University  
Business Innovation Center  
601 Quincy Street  
Hancock, MI 49930  
P (906) 487-7344/F (906) 487-7290  
E-mail: [joanne.macinnes@finlandia.edu](mailto:joanne.macinnes@finlandia.edu)

## REGION 2 – Traverse Bay Area <http://www.misbtcd.org/region2>

Northwest Michigan Council of Governments  
1209 S. Garfield, PO Box 506  
Traverse City, MI 49685-0506  
P (231) 922-3780/F (231) 929-5042  
E-mail: [bpalladi@nwm.cog.mi.us](mailto:bpalladi@nwm.cog.mi.us)  
Bill Palladino, Regional Director

**Additional Counseling Locations**  
Northern Lakes Economic Alliance  
1313 Boyne Avenue, PO Box 8  
Boyne City, MI 49712-0008  
P (231) 582-6482/F (231) 582-3213  
E-mail: [tom@northernlakes.net](mailto:tom@northernlakes.net)

Traverse Bay EDC  
202 E. Grandview Parkway, PO Box 387  
Traverse City, MI 49685-0387  
P (231) 946-1596/F (231) 946-2565  
E-mail: [tbedc@tgiii.com](mailto:tbedc@tgiii.com)

Manistee Economic Council  
11 Cypress Street  
Manistee, MI 49660  
P (231) 723-4325/F (231) 723-1515  
E-mail: [edo@manistee.com](mailto:edo@manistee.com)

## REGION 3 – North East Michigan <http://www.misbtcd.org/region3>

Alpena Community College  
666 Johnson Street  
Alpena, MI 49707  
P (989) 358-7375/F (989) 358-7554  
E-mail: [mehargk@alpenacc.edu](mailto:mehargk@alpenacc.edu)  
Carl Bourdelais, Regional Director

**Additional Counseling Locations**  
Alpena Community College/Huron Shores  
5800 Skeel Avenue  
Oscoda, MI 48750  
P (989) 358-7375/F (989) 358-7554  
E-mail: [mehargk@alpenacc.edu](mailto:mehargk@alpenacc.edu)

Higgins Lake-Roscommon Chamber of Commerce  
701 Lake Street, PO Box 486  
Roscommon, MI 48653

# Local Sources of Assistance

P (989) 275-8760/F (989) 275-2029  
E-mail: hlrc@voyager.net

Houghton Lake Chamber of Commerce  
1625 West Houghton Lake Drive  
Houghton Lake, MI 48629  
P (989) 366-5644/F (989) 366-9472  
E-mail: hlcc@iserv.net

Grayling Regional Chamber of Commerce  
213 North James Street, PO Box 406  
Grayling, MI 49738  
P (989) 348-2921/F (989) 348-7315  
E-mail: visitor@grayling-mi.com

Otsego County Economic Alliance  
800 Livingston Blvd., Suite 1-D  
Gaylord, MI 49735  
P (989) 731-0232/F (989) 731-0274  
E-mail: ratcliff@msue.msu.edu

Presque Isle County EDC  
658 South Bradley Highway  
Rogers City, MI 49779  
P (989) 734-8446/F (989) 734-2577  
E-mail: heidemam@msue.msu.edu

## **REGION 4 – Central Michigan** <http://www.misbtd.org/region4>

Mid Michigan Community College  
M-TEC Building  
1375 South Clare Avenue  
Harrison, MI 48625  
P (989) 802-0993/F (989) 802-0971  
E-mail: melliott@midmich.edu  
Marie Elliott, Regional Director

### **Additional Counseling Locations**

Oceana County EDC  
314 State Street, PO Box 168  
Hart, MI 49420-0168  
P (231) 873-7141 X237/F (231) 873-5056  
E-mail: edcoceana1@chartermi.net

Mid Michigan Community College  
5805 East Pickard Street  
Mt. Pleasant, MI 48858  
P (989) 773-6622/F (989) 802-0993

USDA Rural Development Lake County  
1101 East Washington, PO Box 220  
Baldwin, MI 49304  
P (231) 745-8364/F (231) 745-8493  
E-mail: reggie.magee@mi.usda.gov

Mecosta Area Chamber of Commerce  
246 North State Street  
Big Rapids, MI 49307  
P (231) 796-7649/F (231) 796-1625  
E-mail: anja@mecostacounty.com

Newaygo County EDC  
4747 W. 48th Street, Suite 108  
Fremont, MI 49412  
P (231) 924-8890/F (231) 924-9250  
E-mail: alofgren@ncisd.net

Greater Gratiot Development, Inc  
2005 Michigan Small Business Sourcebook

136 South Main  
Ithaca, MI 48847  
P (989) 875-2083/F (989) 875-2990  
E-mail: don.schurr@gratiot.org

Beaverton Area Business Association  
1375 South Clare Avenue  
Harrison, MI 48625  
P (989) 386-6624/F (989) 802-0971  
E-mail: sgovitz@midmich.edu

Clare County Enterprise Community  
225 West Main St., PO Box 439  
Harrison, MI 48625-0439  
P (989) 539-7805/F (989) 539-2791  
E-mail: kerre@msue.msu.edu

Michigan Works! Region 7B  
402 North First Street  
Harrison, MI 48625  
P (989) 539-2173/F (989) 539-6053  
E-mail: skerns@michworks4u.org

Mt. Pleasant Area Chamber of Commerce  
114 East Broadway  
Mt. Pleasant, MI 48858  
P (989) 772-2396/F (989) 773-2656  
[http:// www.mt-pleasant.net](http://www.mt-pleasant.net)

Saginaw Chippewa Indian Tribal College  
2284 Enterprise Drive  
Mt. Pleasant, MI 48858  
P (989) 775-4123/F (989) 775-4528

Clare Area Chamber of Commerce  
429 McEwan Street  
Clare, MI 48617-1439  
P (989) 386-2442/F (989) 386-3173  
E-mail: chamber@claremichigan.com

Farwell Area Chamber of Commerce  
2609 West Surrey, PO Box 771  
Farwell, MI 48622  
P (989) 588-0580/F (989) 588-3562  
E-mail: cc.hamming@aol.com

Harrison Area Chamber of Commerce  
809 North First Street  
Harrison, MI 48625  
P (989) 539-6011/F (989) 539-6099  
E-mail: harrison@glccomputers.com

Middle Michigan Development Corp.  
111 South University Drive  
Mt. Pleasant, MI 48858  
P (989) 772-2858/F (989) 773-2115  
E-mail: gduinn@journey.com

Osceola Economic Alliance  
301 West Upton  
Reed City, MI 49677  
P (231) 832-7397/F (231) 832-6149  
E-mail: massyd@msue.msu.edu

Gratiot Area Chamber of Commerce  
110 West Superior Street, PO Box 516  
Alma, MI 48801-0516  
P (989) 463-5525/F (989) 463-6588

Gladwin County Chamber of Commerce

608 West Cedar Avenue  
Gladwin, MI 48624  
P (989) 426-5451/F (989) 426-1074

## **REGION 5 – Saginaw, Bay City, Midland** <http://www.misbtdc.org/region5>

Delta College Corporate Services  
Main Campus  
1961 Delta Road, A-88  
University Center, MI 48710-0002  
P (989) 686-9597/F (989) 667-2222  
E-mail: cgreve@corpserv.delta.edu  
Christine Greve, Regional Director

### **Additional Counseling Locations**

Saginaw Future Inc., SBDC  
515 North Washington, Suite 301  
Saginaw, MI 48607  
P (989) 754 8222/F (989) 754-1715  
E-mail: info@saginawfuture.com

Midland Economic Development Council  
300 Rodd Street, Suite 201  
Midland, MI 48640-6596  
P (989) 839-0340/F (989) 839-7372

Saginaw County Minority Business  
Development Center  
501 Lapeer, Suite 225  
PO Box 1993  
Saginaw, MI 48605-1993  
P (989) 755-7630  
E-mail: katw@concentric.net

Arenac County EDC  
120 North Grove Street  
Standish, MI 48658  
P (989) 826-5489/F (989) 826-5367

Arenac County  
Michigan State University Extension  
120 North Grove Street, PO Box 745  
Standish, MI 48658  
P (989) 846-4111/F (989) 846-9651

## **REGION 6 – Flint Area** <http://www.misbtdc.org/region6>

University of Michigan - Flint Campus  
432 N. Saginaw Street, Suite 206  
Flint, MI 48502-1950  
P (810) 767-6494/ F (810) 767-7183  
E-mail: hblecker@umflint.edu  
Harry Blecker, Regional Director

### **Additional Counseling Locations**

Huron County EDC  
250 E. Huron Avenue, Suite 303  
Bad Axe, MI 48413  
P (989) 269-6431/F (989) 269-8209  
E-mail: carl@huroncounty.com

Lapeer Development Corporation  
449 McCormick Drive

# Local Sources of Assistance

Lapeer, MI 48446  
P (810) 667-0080/F (810) 667-3541  
E-mail: ldc449@aol.com

Tuscola County EDC  
157 North State Street  
Caro, MI 48723  
P (989) 673-2849/F (989) 673-2517  
E-mail: tuscolaedc@centurytel.net

Lapeer Development Corporation  
449 McCormick Drive  
Lapeer, MI 48446  
P (810) 667-0080/F (810) 667-3541  
E-mail: ldc449@aol.com

## **REGION 7 – Grand Rapids Area** <http://www.misbtcd.org/region7>

Grand Valley State University  
401 West Fulton  
DeVos Center - 308C  
Grand Rapids, MI 49504-6431  
P (616) 331-7370/F (616) 331-7195  
E-mail: boesen@gvsu.edu  
Nancy Boese, Regional Director

**Additional Counseling Locations**  
Ottawa Co. Economic Development Office  
6676 Lake Michigan Drive, PO Box 539  
Allendale, MI 49401-0539  
P (616) 892-4120/F (616) 895-6670  
E-mail: krizzio@altelco.net

Holland Chamber of Commerce  
272 East 8<sup>th</sup> Street  
Holland, MI 49432  
P (616) 392-9719  
E-mail: sbdc@chamber-holland.org

Muskegon Area Chamber of Commerce  
900 Third Street, Suite 200  
Muskegon, MI 49440-1135  
P (231) 722-3751/F (231) 728-7251  
E-mail: jconrad@muskegon.org

Grand Haven Area Chamber of Commerce  
One South Harbor Drive  
Grand Haven, MI 49417  
P (616) 842-4910  
E-mail: sbtdcinfo@gvsu.edu

The Right Place Program  
820 Monroe N.W., Suite 350  
Grand Rapids, MI 49503-1423  
P (616) 771-0571/F (616) 458-3768  
E-mail: dewinkler@rightplace.org

## **REGION 8 – Lansing Area** <http://www.misbtcd.org/region8>

Lansing Community College  
520 Seymour, PO Box 40010  
Lansing, MI 48901-7210  
P (517) 483-1921/F (517) 483-1675  
E-mail: garciab@lcc.edu  
Bo Garcia, Regional Director

**Additional Counseling Locations**  
Livingston County MI-SBTDC  
1600 Pickney Road  
Howell, MI 49504  
P (517) 545-3522/F (517) 545-3525  
E-mail: dennisw@brightoncoc.org

Ionia County Economic Alliance  
250 East Tuttle Road  
Ionia, MI 48846  
P (616) 527-8014/F (616) 527-3520  
E-mail: ayris@msue.msu.edu

Lansing Community Micro-Enterprise Loan Fund  
520 West Ionia  
Lansing, MI 48933  
P (517) 485-4446/F (517) 485-4761  
E-mail: lancomme@tir.com

Shiawassee Chamber of Commerce  
215 North Water Street  
Owosso, MI 48867  
P (989) 723-5149/F (989) 723-8353  
E-mail: customerservice@shiawasseechamber.org

CTFE Clinton Task Force on Employment  
101 West Cass, Suite A  
St. Johns, MI 48879  
P (517) 224-2000/F (517) 224-0946  
E-mail: gcontompasis@camw.org

## **REGION 9 – Metro Detroit Area** <http://www.misbtcd.org/region9>

Eastern Michigan University  
306 Gary M Owen Building  
300 West Michigan Avenue  
Ypsilanti, MI 48197  
P (734) 487-0355/F (734) 481-3354  
E-mail: rking@emich.edu  
Richard King, Regional Director

**Additional Counseling Locations**  
Metropolitan Center for High Technology  
2727 Second Avenue, Suite 113  
Detroit, MI 48201  
P (313) 967-9295/F (313) 967-9296  
E-mail: wthomas1@emich.edu

Oakland University  
238H Elliott Hall  
Rochester, MI 48309  
P (248) 370-2726/F (248) 370-4963  
E-mail: psalo@emich.edu

Schoolcraft College  
VisTaTech Center

18600 Haggerty Road  
Livonia, MI 48152-2696  
P (734) 462-4438/F (734) 462-4439  
E-mail: vmathur@schoolcraft.cc.mi.us

Downriver Community Conference  
15100 Northline Road  
Southgate, MI 48195  
P (734) 362-3477/F (734) 281-6661  
E-mail: paulab@dccwf.org

Monroe County Industrial Dev. Corp.  
2929 East Front Street, PO Box 926  
Monroe, MI 48161  
P (734) 241-8754/F (734) 241-0813  
E-mail: mail@monroecountyidc.com

Jefferson East Business Dev. Association  
14628 East Jefferson Avenue  
Detroit, MI 48215  
P (313) 331-7939/F (313) 331-0311  
E-mail: dinist@aol.com

## **REGION 10 – Macomb-St. Clair Area** <http://www.misbtcd.org/region10>

Small Business and Technology Development Center  
One South Main Street, 7<sup>th</sup> Floor  
Mt. Clemens, MI 48043  
P (586) 469-5118/F (586) 469-6787  
E-mail: sbtdc@co.macomb.mi.us  
Donald Morandini, Regional Director

**Additional Counseling Locations**  
EDA of St. Clair County  
735 Erie Street, Suite 250  
Port Huron, MI 48060  
P (810) 982-9511/F (810) 982-9531  
E-mail: sbeck@edaofstclaircounty.com

Sterling Heights Chamber of Commerce  
12900 Hall Road, Suite 110  
Sterling Heights, MI 48313  
P (586) 731-5400/F (586) 731-3521  
E-mail: ladams@suscc.com

Macomb Chamber  
30500 Van Dyke, Suite 118  
Warren, MI 48093  
P (586) 751-3939/F (586) 751-3995  
E-mail: jmillhench@wscchamber.com

## **REGION 11 – Southwest Michigan** <http://www.misbtcd.org/region11>

Kalamazoo College - Stryker Center  
1327 Academy Street  
Kalamazoo, MI 49006-3200  
P (269) 337-7350/F (269) 337-7352  
E-mail: lwolfe@kzoo.edu  
Lorie Wolfe, Regional Director

**Additional Counseling Locations**  
Battle Creek Area Chamber of Commerce  
77 East Michigan Avenue, Suite 60  
Battle Creek, MI 49017  
P (269) 962-8996/F (269) 962-3609

# Local Sources of Assistance

E-mail: [kmechem@battlecreek.org](mailto:kmechem@battlecreek.org)

Lake Michigan College SBDC

M-Tec Center  
400 Klock Road

Benton Harbor, MI 49022

P (269) 926-4047/F (269) 926-1956

E-mail: [richter@lakemichigancollege.edu](mailto:richter@lakemichigancollege.edu)

Hastings Industrial Incubator

1035 East State Street

Hastings, MI 49058

P (269) 655-8308/F (269) 948-9544

E-mail: [edohast@voyager.net](mailto:edohast@voyager.net)

Southwestern Michigan College Bus. Dev.

2229 US 12 East

Niles, MI 49120

P (269) 687-5640/F (269) 687-5655

E-mail: [cousinsj@comcast.net](mailto:cousinsj@comcast.net)

Albion EDC

941 Austin Avenue, PO Box 725

Albion, MI 49224

P (517) 629-3926/F (517) 629-3929

E-mail: [psindt@albionedc.org](mailto:psindt@albionedc.org)

Allegan County Economic Alliance

2891 116<sup>th</sup> Avenue, M-222 East

PO Box 2777

Allegan, MI 49010

P (269) 673-8442/F (269) 686-2232

E-mail: [aceda@accn.org](mailto:aceda@accn.org)

Branch County Economic Growth Alliance

20 Division Street

Coldwater, MI 49036

P (517) 278-4146/F (517) 279-8936

E-mail: [bcega@bcega.com](mailto:bcega@bcega.com)

Marshall Chamber of Commerce

424 East Michigan Avenue

Marshall, MI 49068

P (269) 781-5163/F (269) 781-6570

E-mail: [mea@voyager.net](mailto:mea@voyager.net)

MSU Extension - Van Buren

226 East Michigan Avenue

Paw Paw, MI 49079

P (269) 655-8308/F (269) 655-8307

E-mail: [thomasm@msue.msu.edu](mailto:thomasm@msue.msu.edu)

Glen Oaks Community College for

Business Services

62249 Shimmel Road

Centerville, MI 49072

P (269) 467-9945 X295/F (269) 467-7912

E-mail: [showell@glenoaks.cc.mi.us](mailto:showell@glenoaks.cc.mi.us)

Buchanan Chamber of Commerce

119 Main Street

Buchanan, MI 49107

P (269) 695-3291/F (269) 695-3813

Southwestern Michigan Econ. Growth

Alliance

1105 North Front Street

Niles, MI 49120

P (269) 683-1833/F (269) 683-7515

Greater South Haven Chamber

300 Broadway Street

South Haven, MI 49090

P (269) 637-5171/F (269) 639-1570

Cornerstone Alliance

38 West Wall Street

Benton Harbor, MI 49023

P (269) 925-6100/F (269) 925-4471

E-mail: [gvaughn@cstonealliance.org](mailto:gvaughn@cstonealliance.org)

Harbor County Chamber of Commerce

530 South Whittaker Street, Suite F

New Buffalo, MI 49117

P (269) 469-5409/F (269) 469-2257

## REGION 12 – South East Michigan

<http://www.misbtcd.org/region12>

Washtenaw Community College

301 West Michigan Avenue, Suite 101

Ypsilanti, MI 48197

P (734) 547-9170/F (734) 547-9178

E-mail: [cpenner@wccnet.org](mailto:cpenner@wccnet.org)

Charles Penner, Regional Director

## Additional Counseling Locations

Adrian Area Chamber of Commerce

128 East Maumee Street

Adrian, MI 49221

P (517) 266-1488/F (517) 265-3432

E-mail: [spin@wccnet.org](mailto:spin@wccnet.org)

Jackson Business Development Center

One Jackson Square, Suite 1100

Jackson, MI 49204

P (517) 787-0442/F (517) 787-3960

E-mail: [rweaver@enterprisegroup.org](mailto:rweaver@enterprisegroup.org)

Ann Arbor Chamber of Commerce

425 South Main Street

Ann Arbor, MI 48104

P (734) 665-4433

E-mail: [sabrina@annarborchamber.org](mailto:sabrina@annarborchamber.org)

Ann Arbor IT Zone

330 East Liberty

Ann Arbor, MI 48104

P (734) 547-9170/F (734) 547-9178

Washtenaw Community College

301 West Michigan Avenue, Suite 101

Ypsilanti, MI 48197

P (734) 482-4920/F (734) 482-2021

E-mail: [keith@ypsichamber.org](mailto:keith@ypsichamber.org)

## SCORE “COUNSELORS TO AMERICA’S SMALL BUSINESS”

SCORE is a 40 year-old national professional association sponsored by SBA, which offers free, one-on-one technical and managerial assistance for small business owners. It is comprised of retired executives or business owners who volunteer their time to assist small business owners

create or expand their business. SCORE counselors impart advice from the perspective of someone who has “been there, done that.”

SCORE provides counseling from more than 40 Michigan locations. It also offers e-mail counseling through its “virtual” SCORE chapter on the Internet at <http://www.score.org>. The Michigan Chapters also maintain a Web site at <http://www.scoremichigan.org>.

SCORE sponsors workshops on varying schedules across Michigan. Topics include: pre-business fundamentals, the essentials of a business plan, how to develop a sales & marketing plan, the small business loan process, CEO roundtables, accounting basics for small businesses as well as other specific courses of particular interest to entrepreneurs. Specific information on schedules, locations, and fees may be found at [www.scoremichigan.org](http://www.scoremichigan.org).

## Southeast Michigan - Chapter 18

Small Business Administration

477 Michigan Avenue, Room 515

Detroit, Michigan 48226

P (313) 226-7947

<http://www.score-mi-detroit.org>

Hours Mon-Fri 10:00 a.m.-3:00 p.m.

Bay Area Chamber of Commerce

901 Saginaw

Bay City, Michigan 48707

P (989) 893-4567

Birmingham/Bloomfield Chamber

124 West Maple

Birmingham, Michigan 48009

P (248) 644-1700

Dearborn Chamber of Commerce

15544 Michigan Avenue

Dearborn, Michigan 48126-2901

P (313) 584-6100

Ferndale Chamber of Commerce

415 East Nine Mile Road

Ferndale, Michigan 48220-1721

P (248) 542-2160

Biz Resource Center at University of

Michigan-Flint

432 North Saginaw, Suite 207

Flint, Michigan 48502

P (810) 767-8411

Lansing Regional Chamber of Commerce

300 East Michigan, Suite 300

Lansing, Michigan 48933

P (517) 487-6340

# Local Sources of Assistance

Lapeer Development Corporation  
449 McCormick Drive  
Lapeer, Michigan 48446  
P (810) 667-0080

Livonia Chamber of Commerce  
33233 Five Mile  
Livonia, Michigan 48154  
P (734) 427-2122

Madison Heights Chamber of Commerce  
724 West 11 Mile Road  
Madison Heights, Michigan 48071  
P (248) 542-5010

Midland Chamber of Commerce  
300 Rodd Street  
Midland, Michigan 48640  
P (989) 839-9901

Huron Valley Chamber of Commerce  
317 Union Street  
Milford, Michigan 48381-1983  
P (248) 685-7129

Monroe County Chamber of Commerce  
106 West Front Street  
Monroe, Michigan 48161  
P (734) 242-3366

Central Macomb County Chamber  
49 Macomb Place  
Mt. Clemens, Michigan 48043  
P (586) 493-7600

Plymouth Community Chamber of  
Commerce  
386 S. Main Street  
Plymouth, Michigan 48170  
P (734) 453-1540

Oakland County  
Executive Office Building  
1200 North Telegraph Road  
Pontiac, Michigan 48341  
P (248) 858-0783

Port Huron Chamber of Commerce  
920 Pinegrove  
Port Huron, Michigan 48060  
P (810) 985-7101

Greater Rochester Chamber  
71 Walnut Boulevard, Suite 110  
Rochester, Michigan 48307-2073  
P (248) 651-6700

Royal Oak Chamber of Commerce  
200 South Washington Avenue  
Royal Oak, Michigan 48067-3821  
P (248) 547-4000

Saginaw Chamber of Commerce  
901 South Washington Avenue  
Saginaw, Michigan 48601  
P (989) 752-7161

Hispanic Chamber of Commerce  
24445 Northwestern Highway, Suite 206

Southfield, Michigan 48075  
P (248) 208-9815

Lawrence Technological University  
Room 337, Buell Building  
21000 West Ten Mile Road  
Southfield, Michigan 48075-1058  
P (313) 226-7947

Downriver Community Conference  
15100 Northline Road  
Southgate, Michigan 48195  
P (734) 281-0700

Troy Chamber of Commerce  
4555 Investment Drive, Suite 300  
Troy, Michigan 48098  
P (248) 641-8151

Macomb Chamber  
30500 Van Dyke  
Warren, Michigan 48093  
P (586) 751-3939

West Bloomfield Chamber of Commerce  
6668 Orchard Lake Road, Suite 207  
West Bloomfield, Michigan 48322  
P (248) 626-3636

**Kalamazoo - Chapter 433**  
Kalamazoo Chamber of Commerce  
346 W. Michigan Avenue  
Kalamazoo, Michigan 49007  
P (269) 381-5382/F (269) 384-0096  
E-mail: [info@scorekazoo.org](mailto:info@scorekazoo.org)  
<http://www.scorekazoo.org>

Battle Creek Area Chamber of Commerce  
77 East Michigan Avenue, Suite 80  
Battle Creek, Michigan 49017  
P (269) 962-4076

Cornerstone Alliance  
38 W. Wall Street  
Benton Harbor, Michigan 49022-4735  
P (269) 925-6100

South Haven Chamber of Commerce  
300 Broadway  
South Haven, Michigan 49090  
P (269) 637-5171

**Holland - Chapter 686**  
Holland Chamber of Commerce  
272 East 8<sup>th</sup> Street  
Holland, Michigan 49422  
P (616) 392-2389

**Traverse City - Chapter 578**  
Traverse City Chamber of Commerce  
202 East Grandview Parkway  
Traverse City, Michigan 49684  
P (231) 947-5075  
E-mail: [score@tcchamber.org](mailto:score@tcchamber.org)  
<http://www.score-traverscity.org>

Frankfort Chamber of Commerce  
400 Main Street  
Frankfort, Michigan 49635

P (231) 352-7251  
E-mail: [fcfc@frankfort-elberta.com](mailto:fcfc@frankfort-elberta.com)

Ludington Chamber of Commerce  
5300 West US-10  
Ludington, Michigan 49431-2449  
P (231) 845-0324/F (231) 845-6857

Manistee Chamber of Commerce  
11 Cypress Street  
Manistee, Michigan 49660  
P (231) 723-2575  
E-mail: [jvirta@manistee.com](mailto:jvirta@manistee.com)  
<http://www.manisteecountycommerce.com/score.html>

**Petoskey - Chapter 622**  
Petoskey/Harbor Springs Chamber  
401 East Mitchell Street  
Petoskey, Michigan 49770-9961  
P (231) 347-4150  
<http://www.petoskey.com/chamberinfo/score.htm>

**Grand Rapids - Chapter 642**  
Grand Rapids Chamber of Commerce  
111 Pearl Street, NW  
Grand Rapids, Michigan 49503-2831  
P (616) 771-0305  
E-mail: [score@grandrapids.org](mailto:score@grandrapids.org)  
<http://www.grandrapids.org/score>

**Cadillac - Chapter 651**  
Cadillac Area Chamber of Commerce  
222 Lake Street  
Cadillac, Michigan 49601  
P (231) 775-9776  
E-mail: [score@cadillac.org](mailto:score@cadillac.org)

Mecosta County Area Chamber  
246 North State Street  
Big Rapids, Michigan 49307  
P (231) 796-7649

**Muskegon - Chapter 653**  
Muskegon Area Chamber of Commerce  
900 3<sup>rd</sup> Street, Suite 200, PO Box 1087  
Muskegon, Michigan 49443  
P (231) 722-3751  
E-mail: [score@muskegon.org](mailto:score@muskegon.org)  
<http://www.muskegon.org/resources/index.html>

The Chamber: Grand Haven, Spring Lake,  
Ferrysburg  
One South Harbor Drive  
Grand Haven, Michigan 49417  
P (616) 842-4910

White Lake Area Chamber of Commerce  
124 W. Hanson Street  
Whitehall, Michigan 49461  
P (231) 893-4585

**Ann Arbor - Chapter 655**  
Ann Arbor Chamber of Commerce  
425 South Main, Suite 103  
Ann Arbor, Michigan 48104  
P (734) 665-4433

# Local Sources of Assistance

[http://www.annarborchamber.org/br\\_scorecounseling.cfm](http://www.annarborchamber.org/br_scorecounseling.cfm)

Lenawee County Chamber of Commerce  
202 North Main, Suite A  
Adrian, Michigan 49221  
P (517) 265-5141

Belleville Area Chamber of Commerce  
248 Main Street  
Belleville, Michigan 48111-2645  
P (734) 697-7151/F (734) 697-1415

Hartland Chamber of Commerce  
3552 Avon Street  
Hartland, Michigan 48353  
P (810) 632-9130

Holly Chamber of Commerce  
120 South Saginaw Street  
Holly, Michigan 48442  
P (248) 634-1900

Howell Chamber of Commerce  
123 Washington Street  
Howell, Michigan 48843  
P (517) 546-3920

South Lyon Chamber of Commerce  
125 North Lafayette  
South Lyon, Michigan 48178  
P (248) 437-3257

Washtenaw Community College  
301 West Michigan Avenue, Suite 101  
Ypsilanti, Michigan 48197  
P (734) 547-9170

## RETAP PROGRAM

The Retired Engineer Technical Assistance Program (RETAP) was established by the State of Michigan to help small businesses and institutions prevent pollution, reduce waste and conserve energy. RETAP assessment teams consist of retirees from many Michigan industries who are willing to apply their skills, expertise, and time to assess potential pollution and waste problems and to provide suggestions and recommendations for improvement. The assessments are performed free of charge and only at the request of the business. A confidential report is provided only to the assessed business or institution. Business may receive assistance with:

- Basic technical assistance in pollution prevention and energy conservation.
- Identification of pollution prevention and energy conservation opportunities, including suggestions and

recommendations for their remediation.

- Research and education to further the goal of pollution prevention.
- Assistance in obtaining low interest loans for pollution prevention actions.

Additional information may be obtained from by calling the RETAP office at (517) 335-0081 or visiting <http://www.michigan.gov/deq> (click on "Pollution Prevention", then "RETAP").

## U.S. EXPORT ASSISTANCE CENTERS

Each USEAC provides, in a single location, hands-on export marketing and trade finance support for small and medium sized companies. The EAC concept improves delivery of federal export services by combining the services of the U.S. Department of Commerce, Export-Import Bank of the United States, U.S. Agency for International Development, and the SBA.

There are four EACs in Michigan with SBA and Department of Commerce staff. They offer export counseling, access to international market research, agent-distributor searches, trade contact facilitation programs, international trade promotions, and programs to meet trade financing needs. For more information on exporting and international trade, please visit <http://www.exportmichigan.com>.

The SBA International Trade Specialist at the EAC administers SBA's two export loan programs, the Export Working Capital Program (EWCP) and Export *Express*. For more information on all export programs, please call John O'Gara at **(313) 226-3670**.

### U.S. Export Assistance Center

211 West Fort Street  
11th Floor, Suite 1104  
Detroit, Michigan 48226  
P (313) 226-3650/F (313) 226-3657

### Grand Rapids Export Assistance Center

DeVos Center, Room 323-C  
401 West Fulton Street  
Grand Rapids, Michigan 49504-6495  
P (616) 458-3564/F (616) 458-3872

### Pontiac Export Assistance Center

250 Elizabeth Lake Road, Suite 1300 West  
Pontiac, Michigan 48341  
P (248) 975-9600/F (248) 975-9606

### Ypsilanti Export Assistance Center

300 W. Michigan Avenue, Suite 312 Owen  
Ypsilanti, Michigan 48197  
P (734) 487-0259/F (734) 485-2396

## FINANCING ROUNDTABLE BY TEAM

**SBA** is a roundtable of up to six business owners, a bank loan officer, an SBA loan officer, and a business counselor. Business owners present their loan requests and the team provides advice, answers questions on individual situations, and schedules follow up appointments to assist with loan requests. Visit the Michigan District Office calendar of events for the latest list of TEAM SBA's at <http://www.sba.gov/calendar>.

## WOMEN'S BUSINESS OWNERSHIP PROGRAM

According to the Center for Women's Business Research, as of 2002, there are an estimate 217,132 majority-owned, privately-held women owned firms in Michigan, accounting for 31% of all privately-held firms in the state. Women-owned firms in Michigan employ over 292,000 people and generate nearly \$38.1 billion in sales. Between 1997 and 2002, the Center estimates that the number of women-owned firms in Michigan increased by 18%, employment grew by 28%, and sales increased by 44%. The SBA Michigan District Office is committed to providing relevant programming and services to assist this segment of the small business market.

## Women's Business Centers (WBC)

provide a wide range of services to women entrepreneurs at all levels of business development, including the principles of finance, management, and marketing, as well as specialized topics such as government contracting and certification. SBA provides operating funds to the WBCs. The three SBA funded WBCs in Michigan are:

### Center for Empowerment and Economic Development

2002 Hogback Road, Suite 12  
Ann Arbor, MI 48105  
P (734) 677-1400/F (734) 677-1465  
<http://www.miced.org>

# Local Sources of Assistance

Features: entrepreneurial courses, business counseling, personal development workshops, credit counseling, peer support groups, and mentoring.

## Cornerstone Alliance

38 West Wall Street, PO Box 428  
Benton Harbor, MI 49023-0428  
P (616) 925-6100/Fax (616) 925-4471  
<http://www.cstonealliance.org/wbc>

Features: entrepreneurial courses, business counseling in English and Spanish, personal development, seminars, technical assistance, microloan fund, and networking opportunities.

## Grand Rapids Opportunities for Women

25 Sheldon Blvd., S.E., Suite 210  
Grand Rapids, MI 49503  
P (616) 458-3404/F (616) 458-6557  
<http://www.growbusiness.org>

Features: Multi-week entrepreneurial courses, seminars, marketing fund, Economic Literacy training series, counseling and mentoring, and Individual Development Account (a match savings program for start up costs).

## SBA's Online Women's Business Center

This site combines the expertise and resources of the SBA with several major corporate sponsors and SBA's network of Women's Business Centers to provide a one-of-a-kind Web site offering information about everything from how to start your business to how to operate in the global marketplace. The site contains more than 1,000 articles on marketing, management, financing, technology, and information exchange. Do not let the name fool you – it is a valuable resource for male entrepreneurs as well. Visit the Online WBC at <http://www.onlinewbc.gov>.

## Women's Business Advisory Team

is comprised of local experts including bankers, attorneys, accountants, insurance professionals, marketing specialists, business counselors and coaches and government. All are committed to helping women-owned businesses get the help they need. Each WBAT member offers women business owners an initial consultation at no charge. After that, business owners are free to engage any service provider at the service provider's normal fee. Most providers offer a discount to WBAT participants. To find out more or to find a list of WBAT

advisors, visit

<http://www.womensbusinessadvisoryteam.org>.

## Women's Economic Development Outreach (WEDO)

WEDO is a coalition of women leaders working together to bring information and focused resources that directly impact women-owned businesses and their opportunity for business expansion. WEDO covers issues that concern women-owned businesses such as increasing profitability, financing growth, accessing new markets. During the event women will meet with local resources from banks, chambers of commerce, women's business organizations, SBA business consultants, and others. For upcoming WEDO events, call the Michigan District Office at (313) 226-6075 or visit <http://www.sba.gov/calendar>.

## BIZ RESOURCE CENTERS

A concept created by SBA and expanded upon by the Michigan Small Business & Technology Development Centers, BRCs provide the latest in high-tech hardware, software, and print information to assist small businesses. The assortment of publications, videos, software, and CD-ROMs enable business owners to conduct secondary market research, write business plans, and graphically design flyers, brochures, business cards, and stationery. Internet access is available to help businesses conduct market research. The BRCs also offer training programs throughout the year. The Michigan BRCs are located as follows:

### Biz Resource Center at Alpena Community College

666 Johnson Street  
Alpena, MI 49707  
P (989) 359-7383  
Hours: Monday-Friday, 8:00am – 5:00pm

### Biz Resource Center at Michigan Works! Service Center

North Pointe Plaza  
4061 North Euclid  
Bay City, MI 48706  
P (989) 667-0500  
Hours: Monday-Friday, 8:00am – 5:00pm

### Biz Resource Center at Lake Michigan College

400 Klock Road  
Benton Harbor, MI 49022

P (269) 926-4047  
Hours: Monday-Friday, 8:00am – 5:00pm

### Biz Resource Center at Michigan Works!

43630 Hayes, Suite 100  
Clinton Township, MI 48038  
P (586) 263-1501  
Hours: Monday-Friday, 8:00am – 5:00pm

### Jefferson East Business Dev. Association

14628 East Jefferson Avenue  
Detroit, MI 48215  
P (313) 331-7939  
Hours: Monday-Friday, 9:00am – 5:00pm

### Small Business Assistance Center

Detroit Regional Chamber  
One Woodward Ave., Suite 1900  
Detroit MI 48232  
P (313) 596-0471  
Hours: Monday-Friday, 8:00am – 5:00pm

### Biz Resource Center at Michigan Works!

2831 N. Lincoln Road  
Escanaba, MI 49829  
P (906) 789-9732  
Hours: Monday, Tuesday, Wednesday, Friday 8:00am – 5:00pm; Thursday 9:00am – 5:00pm

### Biz Resource Center at University of Michigan-Flint

432 N. Saginaw, Suite 207  
Flint, MI 48502  
P (810) 767-6412  
Hours: Monday-Friday, 8:00am – 5:00 pm

### Biz Resource Center at Grand Rapids Opportunities for Women (GROW)

25 Sheldon St. SE, Suite 210  
Grand Rapids, MI 49503  
P (616) 458-3404  
Hours: Monday-Friday 9:00 am – 5:00 pm with extended hours on Wednesday until 8:00 pm.

### Biz Resource Center at Finlandia University

601 Quincy Street  
Hancock, MI 49930  
P (906) 487-7344  
Hours: Monday-Friday, 8:00am – 5:00pm

### Biz Resource Center at Mid Michigan Community College M-TEC

1375 S. Clare Avenue  
Harrison, MI 48625  
P (989) 386-6624  
Please call for hours of operation.

### Biz Resource Center at Lansing Regional Chamber of Commerce

300 E. Michigan Avenue  
Lansing, MI 48039  
P (517) 487-6340  
Hours: Monday-Friday, 8:00am – 5:00pm

**Biz Resource Center at Schoolcraft College**

VisTaTech Center  
18600 Haggerty  
Livonia, MI 48152  
P (734) 462-4438  
Hours: Monday-Friday, 8:00am – 5:00pm

**Biz Resource Center at Michigan Works!**

1498 O'DoVero Drive  
Marquette, MI 49855  
P (906) 228-3075  
Hours: Monday-Friday, 8:00am – 5:00pm

**Biz Resource Center at Michigan Works! Service Center**

1409 Washington  
Midland, MI 48640  
P (989) 631-3073  
Hours: Monday-Friday, 8:00am – 5:00pm

**Biz Resource Center at Northwest Michigan Works!**

**Little Traverse Bay Bands of Odawa**

2225 Summit Park Drive  
Petoskey, MI 49770  
P (231) 347-5150  
Please call for hours of operation.

**Biz Resource Center at Michigan Works!**

3875 Bay Road  
Saginaw, MI 48603  
P (989) 249-5232  
Hours: Monday-Friday, 8:00am – 5:00pm

**Biz Resource Center at Michigan Works!**

1118 East Easterday Avenue  
Sault Ste. Marie, MI 49783  
P (906) 635-1752  
Please call for hours of operation.

**Biz Resource Center at Michigan Works! Service Center**

4480 West M-61  
PO Box 829  
Standish, MI 48658-0829  
P (989) 846-2111  
Hours: Monday-Friday, 8:00am – 5:00pm

**Biz Resource Center at Northwest Michigan Works!**

1209-C S. Garfield Road  
Traverse City, MI 49686  
P (800) 442-1074  
Hours: Monday, Tuesday, Wednesday  
8:00am – 5:00pm; Thursday 9:00am –  
5:00pm

**Biz Resource Center at MBPA/MFBA**

27700 Hoover Road, Suite 100  
Warren, MI 48093  
P (586) 393-8800  
Hours: Monday-Friday, 10:00 am - 4:00 pm

**Biz Resource Center at Eastern Michigan University**

College of Business  
306 Gary M. Owen Building  
300 W. Michigan Avenue, 474 Owen  
Ypsilanti, MI 48197  
P (734) 547-9170  
Hours: Monday-Friday, 8:00am – 5:00pm