

QUESTION	ANSWER
PROFILE, USERS, AND REGISTRATION	
How do I edit or update my Company Profile?	Please refer to this Quick Reference Guide: Managing Vendor Profile QRG .
Do I need to reed to register for eMMA if I am already registered on the old eMM?	Yes.
Is the registration process different if you are adding an out of state company?	No. Just select your correct state when registering.
What if one person has multiple roles?	You can click on multiple roles when you add each user.
Is there limit to the number of contacts/users we can add?	No.
Can I register multiple companies?	Each company registration should have a unique vendor contact email address during registration. At a later stage, the eMMA helpdesk can associate one vendor contact to multiple companies.
Is there a maximum number of users that you can register?	No.
How do you update your Company Profile if someone else created the record?	You would need the Admin role added under your contact name to make changes.
UNSPSC CODES	
Is there a maximum number of Product Codes that you can add to your Company Profile?	No.
Does UNSPSC now replace the NAICS codes that we used to use?	Yes.
Do procurement agencies use the UNSPSC codes as well?	Yes.
Can we submit our NAICS codes in eMMA?	No - You will now use UNSPSC Codes.
Can we see the commodity codes that were used for each project solicitation or procurement?	Yes. They will be shown under the individual solicitations.
Can you edit the UNSPSC codes that were chosen in the beginning when the profile was created?	Yes. Under your Company Profile, choose "Additional Information" on the left side of the screen. You can edit Product Codes there.

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CERTIFICATIONS	
What is SBR?	Small Business Reserve.
What types of certifications can be added in eMMA?	State: SBR, VSBE, MBE. Federal: DBE, SBE, ACDBE.
Can you qualify/apply for multiple certifications?	Yes. For SBR and VSBE, the new qualification/application tool is eMMA. For all certifications, information on how to apply, can be found here: Certifications and Required Forms.
What are the eligibility requirements for SBR?	SBR Eligibility.
How do I renew my SBR certification?	Quick Reference Guide for SBR Registration & Renewal.
How do I apply for online certifications?	We are currently working on QRG's for all certifications. In the meantime, information on all certifications, including how to apply, can be found here: Certifications and Required Forms.
Do I have to upload any documents to become certified? If so, how?	Each certification is different. All required fields for SBR and VSBE will be marked with an asterisk (*). For all certifications, information can be found here: Certifications and Required Forms.
Will I receive notification prior to my certificate expiring?	Yes. There will also be an alert on your eMMA home page prompting you to update your certification.
I don't know what some of the certifications are, or what the difference is between them.	Explanations of the certification types can be found here: Certifications and Required Forms.
Can you apply for more than one certification?	Yes. For SBR and VSBE, the new qualification/application tool is eMMA. For all certifications, information on how to apply, can be found here: Certifications and Required Forms.
Are certifications automatic?	All certifications vary. In eMMA, SBR certification is immediate for qualified vendors. VSBE requires an online application outside of eMMA as well as veteran verification. MBE is managed through the office of Minority Business Enterprise and housed with MDOT. Applications are available online.

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What is the renewal period for SBR certification?	One year.
How do I filter solicitations specific to my certification?	Within "Public Solicitations", click Advanced Search and you can filter on all certification types. If you are logged into your eMMA account, go to "Sourcing" in the top ribbon, click "View Public Solicitations", and use the Advanced Search.
How long do certifications take? Are all certifications immediate if the vendor qualifies?	All certifications vary. In eMMA, SBR certification is immediate for qualified vendors. VSBE requires an online application outside of eMMA as well as veteran verification. MBE is managed through the office of Minority Business Enterprise and housed with MDOT. Applications are available online.
Where do you find your SBR number if you are already certified?	If you are certified in eMMA, you will see your SBR number and effective/expiration dates under "Company Info". If you do not see that, you should reapply in eMMA.
What if we have a certification that is not listed, such as SDVOB?	In Maryland, VSBE program encompasses all veterans, regardless of disability status.
If the SBR Application was submitted and approved...why would the additional documents still show Approval in progress? What additional information is needed to complete the process.	In most cases, this is unique to the individual vendor. Please feel free to call the SBR helpdesk at 410-697-9600 for personal assistance and ask to speak with an SBR manager.
What do I do after obtaining the veteran verification from the veteran administration?	Add your VSBE number in eMMA under credentials.

GENERAL QUESTIONS

Is there a tutorial online on how to use eMMA?	Additional trainings will be available soon, but right now you can refer to the Quick Reference Guides online.
What services can the help desk provide?	Assistance with logging in, questions related to eMMA. You can also browse the Quick Reference Guides for help on many topics related to eMMA.

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GENERAL QUESTIONS	
Will assistance be available if I have some later?	The fastest way to get assistance is through the eMMA help desk emma.helpdesk@maryland.gov .
Where do I find assistance with navigating the eMMA portal and submitting bids?	Additional trainings will be available soon, but right now you can refer to the Quick Reference Guides online.
Will we be able to submit RFPs electronically via eMMA?	Yes. There is a Quick Reference Guide on how to submit RFP's. Responding to Solicitations (RFP)
How to get to the eMMA site?	eMMA Log In .