

## **Guide to the Regional Business Partner (RBP)**

### **Website for Businesses**

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## SECTION 1 - INTRODUCTION

### Introduction

This guide has been designed to assist you with using the Regional Business Partners (RBP) website. The website has been developed to create a virtual marketplace detailing registered services and where businesses can receive and redeem their RBP Funding vouchers.

### The RBP Network

Our Growth Advisors take a birds-eye look at your whole business, then help you connect with the right resources and experts so you can build capability and grow. As part of a national network of people who can help, we're your first port of call when you want to grow your business.

When you register on the RBP website you will be able to create your own unique company profile and create any additional users under your company profile.

Once you register one of our RBP Growth Advisors will be in touch to set up a discovery session to get to know you and your business.

After your discovery session the RBP Growth Advisor will provide an action plan with some next steps for you and your business, then check in with you from time to time.

### Management Capability Voucher Fund

The Management Capability Voucher Fund enables a business to receive a financial subsidy of up to 50% towards the cost of management capability development training.

After a business has met with a Regional Business Partner and undergone a discovery session, the Regional Business Partner may advise that key management staff invest their time in specific training.

In some cases, businesses may be provided with a Management Capability Development Voucher, to use as a partial payment towards the cost of management training services.

The value of vouchers issued will vary and they can be used to cover up to 50% of the full cost of the service fee, up to a maximum value set by the issuing Regional Business Partner. The maximum amount a business can receive in one financial year is \$5,000 excluding GST.

Eligible areas of management capability development include **Business Planning, Business Systems, Business Sustainability, Capital Raising, Export, Finance, Governance, Lean Manufacturing/ Business Operations, Managing Resources, and Marketing.**

Management Capability Development Vouchers are available to businesses that demonstrate a desire to innovate and grow, and who meet the following criteria:

- have undergone an **assessment** with a Regional Partner
- have fewer than 50 full time equivalent employees
- are registered for GST in New Zealand
- are operating in a commercial environment

- privately owned businesses, or are a Maori Trust or incorporation under the Te Ture Whenua Maori Act 1993 or similar organisation managing Maori assets under multiple ownership

### COVID-19 Business Advisory Fund

- The Government has allocated additional funding to support businesses through the COVID-19 pandemic.
- The Covid-19 Business Advisory Fund has been provided by government to enable businesses to access expert advice and support and is being administered through the Regional Business Partner Network.
- Business owners can access up to \$5000 excl. GST per business from the COVID-19 Business Advisory Fund.
- This funding can be used with a range of providers of registered services depending on business needs. It is 100% funding; no co-funding is required.

### Eligibility Criteria for Businesses

#### Businesses must:

- Have undergone an assessment with a Regional Business Partner Growth Advisor
- Have fewer than 100 full time equivalent employees, and
- be GST registered in New Zealand, and
- have a New Zealand Business Number, and
- be operating in a commercial environment; and
- be a privately-owned businesses or are a Māori Trust or incorporation under the Te Ture Whenua Māori Act 1993 or similar organisation managing Māori assets under multiple ownership.

#### Non-eligible organisations

- Charitable trusts
- Incorporated societies

### Funded Services

Businesses can access **expert advice** and support in one or more of the following subject areas:

- HR & Employee Relations and Legal
- Financial and Cashflow Management
- Health and Wellness
- Business Continuity Planning
- Marketing Strategy
- Digital Enablement Strategy.

## SECTION 2 - REGISTRATION

### Register and create a Business company profile

Step 1: Go to the [RBP Website](#) and click on the REGISTER NOW link.

#### The RBP network can connect you.

To keep you growing you need the right advice.

Our Growth Advisors take a birds-eye look at your whole business, then help you connect with the right resources and experts so you can build capability and grow. As part of a national network of people who can help, we're your first port of call when you want to grow your enterprise efficiently and effectively.

Log in to your RBP  
account



#### Register now

Ready to grow your business? Or think you can provide New Zealand businesses with support or training solutions? **Register below.**

#### Grow your business



Register now to work with a trusted and independent Growth Advisor to move your business forward.

##### How does it work?

- Once you've registered, one of our growth advisors will be in touch within 48 hours. We'll chat about your growth aspirations and any challenges you may be facing, and we'll agree to a timeline.
- Your Growth Advisor will come back to you with an action plan and key priorities.
- You follow the plan, connecting with the right people and information so you get the support you need to build your capabilities.
- Your Growth Advisor will follow up as agreed, and review your progress and next steps.

**Register now**

Helpful resources:

[FAQs for businesses](#)

[RBP website User Guide for business owners](#)

[Business Eligibility for vouchers](#)

Step 2: Enter your GST Number (or your personal IRD number if not GST registered).  
The site will use this number to verify your business is not already registered.

← Back to Regional Business Partner Network Website

Regional Business  
Partner Network

### Register New Business

Before we start, we just want to check that you aren't already registered with us.

To help us with this please provide the GST or personal IRD number associated with your enterprise / business.  
We use this as the unique identifier for your enterprise / business.

If we find you:

- Are already registered with us, you can contact our helpdesk to get access to your existing login.
- Aren't already registered, you can carry on and "Register New Business"

**PLEASE NOTE:** Once you have met with a Growth Advisor, if co-funding of training is agreed then they will need to sight confirmation of your GST or personal IRD number.

GST Number \*

If no GST number, use your Personal IRD Number

CLICK TO CHECK

Step 3: Complete the "Register New Business" form to set up your business profile and your "User Details".

## Register New Business

\* indicates a required field.

### Business Details

Legal Business Name *	<input type="text"/>
Trading Name	<input type="text"/>
Business Contact Person *	<input type="text"/>
Business Contact Email *	<input type="text"/>
Business Structure *	<input type="text" value="(Please select)"/>
Year Started Trading	<input type="text"/>
OR *	
Planned Trading Start	<input type="text"/>
Does Employ Staff	<input type="checkbox"/>
GST Number *	<input type="text" value="789456132"/>
Primary Business Location *	<input type="text" value="(Please select)"/>
Business Physical Address *	<div><div></div><div></div></div>
Business Physical Postcode *	<input type="text"/> Post Code
Business Postal Address Different From Business Physical Address	<input type="checkbox"/>

### User Details

Please complete the details for the business's administrator user (i.e. you).

Title

First Name \*

Last Name \*

Phone Number

Email Address \*

Username \*

Your password must be at least 8 characters long.

Password \*

Confirm Password \*

☐ I have read and accept the Terms and Conditions

**CREATE** **CANCEL**

#### USER DETAILS:

These are your personal details to create a user profile within your Business Profile.

The user name and Pass word will be your log in details, please Remember them.

Once set up you can create more users if required.

### Step 4: Email Confirmation:

Once your profile is created an email will be sent to your account from Regional Business Partners Network Website requesting you to confirm your email address to complete the registration process.

### Business and User Successfully Created

The business Red Car Company Limited has been successfully created.

A user account for RedCar123 has been registered. The email address entered for this user must be verified before the user can log into the system. Please check your email and undergo the email address verification process.

**If the email is not in your Inbox, please check your Spam or Junk folder.**

#### **Note:**

If you have not received an email please check your SPAM or JUNK folder before calling the helpdesk.

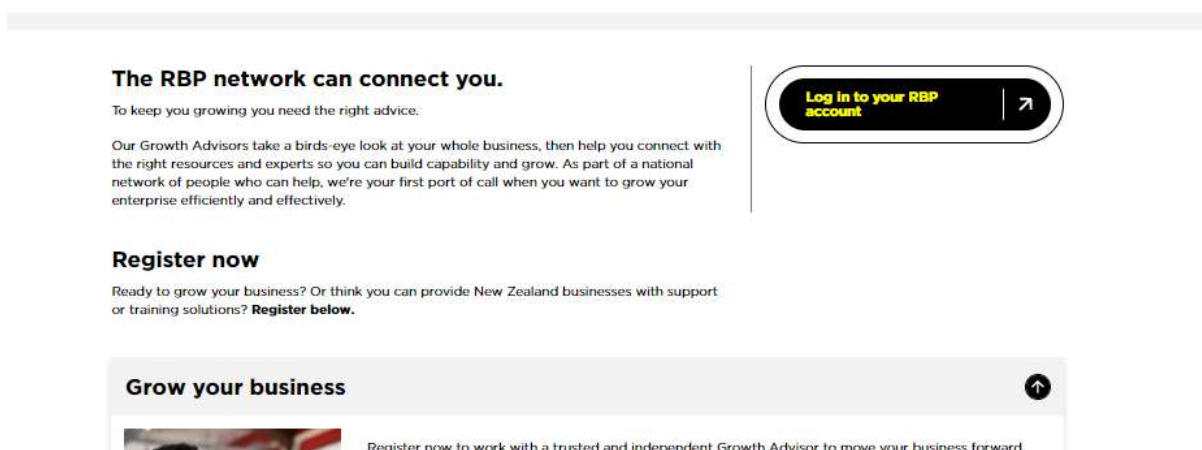




## SECTION 3 – Using the Site

### Log in

Step 1: Go to [the RBP website](#) and click on the login button on the home page



Step 2: enter the user name and password you created when registering.

### Log In

Please enter your user name and password. If you don't have an account, you can register as a business or as a provider

\* indicates a required field.

#### Account Information

Username \*

[Redacted username input field]

If you've forgotten your username, [click here to retrieve it](#).

Password \*

[Redacted password input field]

If you've forgotten your password or your account has been locked out, [click here to reset your password](#).

Keep me signed on? ☐

LOG ON

#### **Note:**

If you have forgotten your user name or password you can retrieve/reset these by clicking links on the log in page.

### Home Page Overview

Once logged in your home page will look like the screenshot below. Use the tabs on the left side of the page to navigate the site.

HOME

BOOKINGS

VOUCHERS

BUSINESS DETAILS

USERS

MARKETPLACE

UPCOMING EVENTS

Event Date	Event Name	Provider Name	Provider Reference	Status	Voucher Reference
------------	------------	---------------	--------------------	--------	-------------------

UNUSED VOUCHERS

Vouchers are assigned by Regional Partners on behalf of NZTE for the development of business capability. Businesses can still search the Marketplace and book development services without vouchers. Please click on the "Marketplace" tab to begin your search.

Voucher Reference	Voucher Value Assigned	Voucher Restrictions	Voucher Expiry Date	Business Advisor Name	Contact Number
-------------------	------------------------	----------------------	---------------------	-----------------------	----------------

COMPLETED SERVICES

Event Date	Event Name	Provider Name	Feedback Rating
------------	------------	---------------	-----------------

#### Tab Summary:

**Home:** is the page you land on when you log in. this page will also show details of vouchers received and event bookings you have made.

**Bookings:** will show full details of events you have booked on.

**Vouchers:** if you have been issued vouchers this is where you will see the information.

**Business Details:** this is where you can edit the business profile information.

**Users:** this is where you can edit user details and create new users if others from your business need to be able to login to the site.

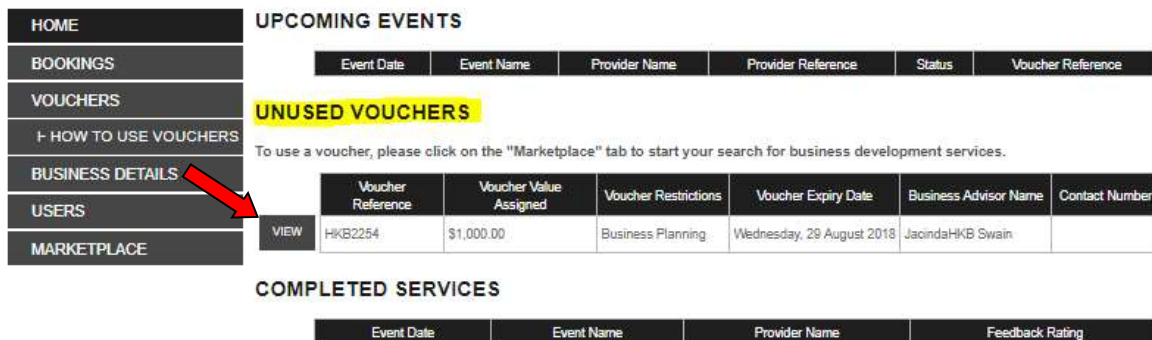
**Market Place:** this will take you to the online market place where you can search for relevant services to help you grow your business.

## SECTION 4 – RECEIVING A VOUCHER

### Receiving a ‘virtual’ voucher

Your local Regional Business Partner will issue a voucher for an amount on the RBP website. New vouchers will be visible on your HOME page, under UNUSED VOUCHERS.

To see more detail regarding the voucher, click on the VIEW tab.



The screenshot shows the RBP website interface. On the left is a navigation menu with links: HOME, BOOKINGS, VOUCHERS, HOW TO USE VOUCHERS, BUSINESS DETAILS, USERS, and MARKETPLACE. The main content area is divided into three sections: UPCOMING EVENTS, UNUSED VOUCHERS, and COMPLETED SERVICES. The UNUSED VOUCHERS section is highlighted in yellow and contains a table with one voucher entry. A red arrow points to the 'VIEW' button next to the voucher entry.

UNUSED VOUCHERS						
To use a voucher, please click on the "Marketplace" tab to start your search for business development services.						
	Voucher Reference	Voucher Value Assigned	Voucher Restrictions	Voucher Expiry Date	Business Advisor Name	Contact Number
VIEW	HKB2254	\$1,000.00	Business Planning	Wednesday, 29 August 2018	JacindaHKB Swain	

### Searching for a Provider or Event

Click on the “Marketplace” to search a large number of services designed to help business owners grow their businesses. The Marketplace has a number of filters to help you find the right service. They are:

**HOME**

### Search Marketplace

Service/Training Provider  
Type and select provider

Event Reference  
REDCAR2018

This search is based on actual provider names and selecting one will restrict the search to that provider. For general searches use the free text box below.

Service Categories  
(any category)

Regions  
(any region)

search for keywords, service names, locations, instructors

Search

Surround phrases or words with double quotes "" to search for exact matches. Words of 3 characters or less will be removed from your search unless contained within double quotes.

Sort Order  
Relevance

Sort

**Service Provider** – Already know the name of your provider? Enter the first three letters of the service provider you are looking for and click on their name when it shows up to select them.

**Event Reference** – if you have been given an event reference number from your service provider enter it here and click Search. You will then be taken directly to the service and event set up for you.

**Service Categories** – if you are looking for training options under one of our eligible categories you can filter by category here.

**Regions** – selecting a region will show services that can be delivered in the selected region.

**Search for keywords** – You can perform a keyword search by entering details in the search field. Please note all results which include these keywords will be displayed.

**HOME**

### Search Marketplace

Service/Training Provider  
Type and select provider

Event Reference  
REDCAR2018

This search is based on actual provider names and selecting one will restrict the search to that provider. For general searches use the free text box below.

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Surround phrases or words with double quotes "" to search for exact matches. Words of 3 characters or less will be removed from your search unless contained within double quotes.

Sort Order  
Relevance

Sort

**To make a Booking**

Once an event is available you will be able to make a booking, **your service provider will provide you with a unique reference code** to help your search. Step 1: Click on the “Make a booking” button to start the process:

HOME  
MARKETPLACE

### THE ICEHOUSE

#### IMPROVING BUSINESS PLANNING AND PERFORMANCE

Categories: Business Planning, Business Sustainability, Finance, Governance, Lean Manufacturing/Business Operations, Managing Resources, Marketing

Service available in: Auckland, Canterbury, Marlborough Nelson Tasman

**Description**

This two day workshop will challenge your thinking, help you to identify new opportunities and then figure out how to turn them into reality. You will learn how to employ, organise, and motivate the people in your business. You will develop a 12 month action plan with the facilitators that will help more

**Contact:** Mariko Rogers  
**Email:** [paul.kershaw@optimizationgroup.com](mailto:paul.kershaw@optimizationgroup.com)  
**Phone:** 09 308 6217  
**Website:** <http://www.theicehouse.co.nz>

4 reviews for this service.  
Highest Rating ★★★★★  
Average Rating ★★★★★  
Lowest Rating ★★★★★  
[View all feedback](#)

**Events**

You can book directly onto the events below or contact Mariko Rogers on 09 308 6217 or [paul.kershaw@optimizationgroup.com](mailto:paul.kershaw@optimizationgroup.com) to discuss further training options.

Type	Price (excl. GST)	Per Person	Reference	Location	Private	Instructor	Starts	Ends	Additional Details
Course	\$1,900.00		REDCAR2018	Wellington	Yes	Jacinda Swain	Tuesday, 14 August 2018	Thursday, 16 August 2018	Details

Step 2: Select the voucher you want to use and click “Continue”:

HOME  
MARKETPLACE

### Select a Voucher

Voucher Code	Valid From	Make Booking Before	Value	Subsidy (%)	Comments	
HKB2254	Monday, 30 July 2018	Wednesday, 29 August 2018	\$1,000.00	50%	Book using this voucher	

CONTINUE
CANCEL

Step 3: To complete the booking, you need to provide an email address, and enter the FULL names of all attendees who will be attending the training. Each name needs to be separated by a line break (return) or a comma.

## BUSINESS DETAIL

\* indicates a required field.

Legal Business Name	Red Car Company Limited
Contact Name	Jacinda Swain
Contact Email Address *	<input type="text"/>
Voucher Code	HKB2254
Attendees (enter attendee names separated by a line break or a comma) *	<input type="text"/>

[?](#)

**NEXT** **CANCEL**

Step 4: Once you have completed the details and clicked on NEXT, you will be able to review your request and if correct click "Submit the booking request".

<b>HOME</b>	<b>Confirm Booking</b>
<b>MARKETPLACE</b>	<b>IMPROVING BUSINESS PLANNING AND PERFORMANCE</b>
Event Cost (excl. GST)	\$1,900.00
Attendees	Jacinda Swain
Total Cost	\$1,900.00
<b>SUBMIT BOOKING REQUEST</b> <b>REJECT</b>	

Step 5: You will then be shown a booking confirmation screen and the provider will be sent an email letting them know that you have made the booking.

<b>HOME</b>	<b>Booking Confirmed</b>
<b>MARKETPLACE</b>	<b>IMPROVING BUSINESS PLANNING AND PERFORMANCE</b>
Event Cost (excl. GST)	\$1,900.00
Attendees	Jacinda Swain
Total Cost	\$1,900.00

Step 6: Once booked the event will show on your home page under “Upcoming Events”

[HOME](#)
[BOOKINGS](#)
[VOUCHERS](#)
[BUSINESS DETAILS](#)
[USERS](#)
[MARKETPLACE](#)

### UPCOMING EVENTS

	Event Date	Event Name	Provider Name	Provider Reference	Status	Voucher Reference
VIEW	Tuesday, 14 August 2018	Improving Business Planning and Performance	The Icehouse	REDCAR2018	Pending	HKB2254

### UNUSED VOUCHERS

Vouchers are assigned by Regional Partners on behalf of NZTE for the development of business capability. Businesses can still search the Marketplace and book development services without vouchers. Please click on the "Marketplace" tab to begin your search.

Voucher Reference	Voucher Value Assigned	Voucher Restrictions	Voucher Expiry Date	Business Advisor Name	Contact Number
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### COMPLETED SERVICES

Event Date	Event Name	Provider Name	Feedback Rating
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## Cancelling a booking

Step 1: click on BOOKINGS tab on the Home pave, then click view for the relevant booking

DASHBOARD

BOOKINGS

VOUCHERS

BUSINESS DETAILS

USERS

MARKETPLACE

Service Name

APPLY FILTER

Business	Contact Email	Status	Voucher Code	Service Name	Reference	Start Date	Provider
Red Car Company Limited	jacinda.swain@nzta.govt.nz	Pending	HKB2254	Improving Business Planning and Performance	REDCAR2018	Tuesday, 14 August 2018	The Icehouse

**Step 2: Click the “Cancel this booking tab”. Please be aware that you may be required to pay cancellation charges to the Service Provider.**

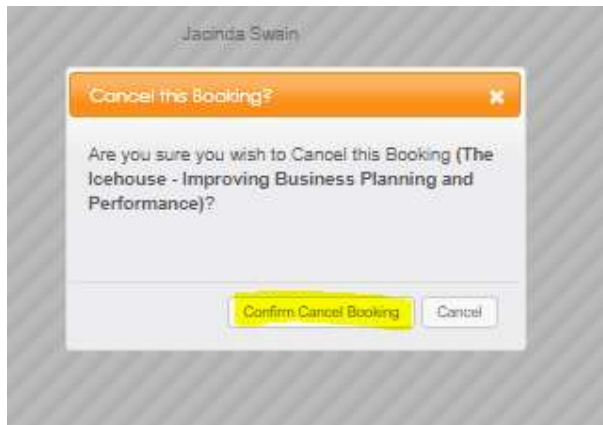
**CANCEL THIS BOOKING**

**BACK TO LIST**

**Booking**

Status	Pending
Business	Red Car Company Limited
Service	Improving Business Planning and Performance
Booking Reference	
Contact Email	jacinda.swain@nzte.govt.nz
Attendees	Jacinda Swain
Voucher Code	HKB2254
Event Total Cost	\$1,900.00
Event Reference	REDCAR2018
Event Type	Course
Event Location	Wellington
Event Start	Tuesday, 14 August 2018
Event End	Thursday, 16 August 2018

**Step 3: confirm cancelation**





## SECTION 5 – PROVIDING FEEDBACK ON THE SERVICE RECEIVED

An email requesting your Feedback is sent when you have **completed** a Service. This will show on your HOME PAGE, at the bottom under COMPLETED SERVICES.

Click VIEW to see the Event information and provide feedback.

HOME	UPCOMING EVENTS					
BOOKINGS	Event Date	Event Name	Provider Name	Provider Reference	Status	Voucher Reference
VOUCHERS	UNUSED VOUCHERS					
BUSINESS DETAILS	Vouchers are assigned by Regional Partners on behalf of NZTE for the development of business capability. Businesses can still search the Marketplace and book development services without vouchers. Please click on the "Marketplace" tab to begin your search.					
USERS	Voucher Reference	Voucher Value Assigned	Voucher Restrictions	Voucher Expiry Date	Business Advisor Name	Contact Number
MARKETPLACE	COMPLETED SERVICES					
	Event Date	Event Name	Provider Name	Feedback Rating		
VIEW	Monday, 30 July 2018	Improving Business Planning and Performance	The Icehouse	Feedback Required		

Then select "Provide Feedback".

<b>PROVIDE FEEDBACK</b>	<b>Booking</b>	
<b>BACK TO LIST</b>	Status	Completed
	Business	Red Car Company Limited
	Service	Improving Business Planning and Performance
	Booking Reference	
	Contact Email	jacinda.swain@nzte.govt.nz
	Attendees	Jacinda Swain
	Voucher Code	HKB2254
	Event Total Cost	\$1,900.00
	Event Reference	REDCAR2018
	Event Type	Course
	Event Location	Wellington
	Event Start	Monday, 30 July 2018
	Event End	Monday, 30 July 2018

**Feedback Form:**

MARKETPLACE

### Place Feedback

#### Event

Provider The Icehouse  
Service Name Improving Business Planning and Performance  
Instructor Jacinda Swain  
From Monday, 30 July 2018  
To Monday, 30 July 2018

#### Feedback

Overall, how strongly would you agree, or disagree, that the Service added value to your business? \*

- ☐ Strongly Disagree
- ☐ Disagree
- ☐ Neither Agree, Nor Disagree
- ☐ Agree
- ☐ Strongly Agree
- ☐ Don't know/ Too soon to tell

Would you recommend this service to another business? \*

- ☐ 0 - Not at all likely to be recommended
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 - Neither likely/unlikely to recommend
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ 9
- ☐ 10 - Highly likely to recommend

Why would you recommend it or not recommend it? \*

*Note: Feedback ratings and recommendation are seen by the Provider. Feedback is not directly linked to your business but for small courses or one on one training it may be possible for a Provider to identify comments as belonging to you.*

CONFIRM

CANCEL

## SECTION 6 – UPDATING YOUR USER AND BUSINESS DETAILS

### Updating Your User Details

Clicking on the MY DETAILS link in the top right hand corner will show your Account Details. Details can be edited in this section, including the option to change your password.

HOME	UPCOMING EVENTS
BOOKINGS	Event Date Event Name Provider Name Provider Reference Status Voucher Reference
VOUCHERS	UNUSED VOUCHERS
BUSINESS DETAILS	Vouchers are assigned by Regional Partners on behalf of NZTE for the development of business capability. Businesses can still search the Marketplace and book development services without vouchers. Please click on the "Marketplace" tab to begin your search.
USERS	Voucher Reference Voucher Value Assigned Voucher Restrictions Voucher Expiry Date Business Advisor Name Contact Number
MARKETPLACE	COMPLETED SERVICES
	Event Date Event Name Provider Name Feedback Rating

### Update Business Details

Click on the Business Details tab and then select EDIT to make changes to your business details:

DASHBOARD	Business Details
BOOKINGS	BUSINESS DETAILS
VOUCHERS	Business ID 20323
BUSINESS DETAILS	Legal Business Name Red Car Company Limited
EDIT	Trading Name Red Car Co
USERS	Business Contact Person Jacinda Swain
MARKETPLACE	Business Contact Person Email jacinda.swain@nzte.govt.nz
	Business Structure Not Yet Trading
	Planned Trading Start Friday, 31 August 2018

### Create New User

Click on the USER tab which shows all current users.

- You can select CREATE USER tab to add a new user
- Select "View" to update current user details:

**Red Car Company Limited Users**

Name

**APPLY FILTER**

	Username	Name	Email Address	Phone Number	User Type	Organisation	Status	Email Confirmed
<b>VIEW</b>	RedCar123	Jacinda Swain	jacinda.swain@nzta.govt.nz		Business Admin	Red Car Company Limited	Registered	<input checked="" type="checkbox"/>

Complete relevant fields and tick ADMINISTRATOR if you want the new user able to setup new users.

### Create New Business User

\* indicates a required field.

#### User Details

Title

First Name \*

Last Name \*

Email Address \*

Phone Number

Administrator ☒

**CREATE** **CANCEL**



Once you have created a new User, a new screen will appear, with a grey text box. Right click on the grey box, choose copy, and then enter this information into a new mail message. Send this information to the new user, and they will be able to complete the registration process, setting up a user name and password for the system. Information is provided at the bottom of the screen to assist.

Home > Users > User Created

## User Successfully Created

A user account for John Example has been partially registered. This user's registration code is:

**Yg5ayabfghqSPXebYGZu**

John Example can complete his/her registration by visiting this website (<http://13.70.124.201/>) and registering with the above registration code. He/she can also register by simply visiting the following URL:

**<http://13.70.124.201/Account/RegisterWithCode?code=Yg5ayabfghqSPXebYGZu>**

You will need to send the registration code to John Example (Example@nzte.govt.nz). Below is a sample email message you can send to John Example containing all the information he/she needs. You can use this message as-is, alter it, or send a completely new email message. The important part is that the user gets the registration code and instructions on how to use it.

Dear John Example,

A new login has been created for you on the Regional Business Partners website.

Before you can log into the site, you will need to select a username and password. To do this, please visit the following URL:

<http://13.70.124.201/Account/RegisterWithCode?code=Yg5ayabfghqSPXebYGZu>

If you have any problems please contact the Regional Business Partners website helpdesk on 0800 287 467 or contact your local Regional Business Partner.

<https://www.regionalbusinesspartners.co.nz/>

You can send this message by completing the following steps:

1. Right click on the message text above and select Copy.
2. Create a new email message addressed to Example@nzte.govt.nz. This can be done by clicking on the link, or opening your email client (e.g. Outlook or Hotmail) and entering 'Example@nzte.govt.nz' in the subject line.
3. In your email message, right click in the message body and select Paste.
4. Enter a subject line, edit the message if you wish, and send it.