



# APPLICANT MANUAL

## CMT.A 21 Transactions- External



# GOVERNMENT OF PUERTO RICO

## Department of Economic Development and Commerce

### Table of Contents

WHAT IS SBP? ..... 3

WHAT IS UNIQUE PROFILE?..... 3

HOW TO ACCESS THE SYSTEM?..... 3

HOW TO EDIT THE UNIQUE PROFILE?..... 7

HOW DOES THE DASHBOARD WORK? ..... 8

LEGEND:..... 9

WHAT IS CMT.A? ..... 10

HOW TO APPLY FOR A CMT.A APPLICATION ..... 10

HOW TO CREATE A NEW CMT.A APPLICATION ..... 11

GENERAL INFORMATION ..... 12

ATTACHMENTS..... 14

SUMMARY ..... 15

PAYMENTS..... 16

PAYMENT SUMMARY ..... 17



## What is SBP?

The Single Business Portal (“SBP”) offers individuals and businesses a single platform where they can request a variety of government products such as permits and incentives. The platform also manages transactions that contribute to the economic development of Puerto Rico. SBP is 100% paperless, saving the customer time and money.

## What is Unique Profile?

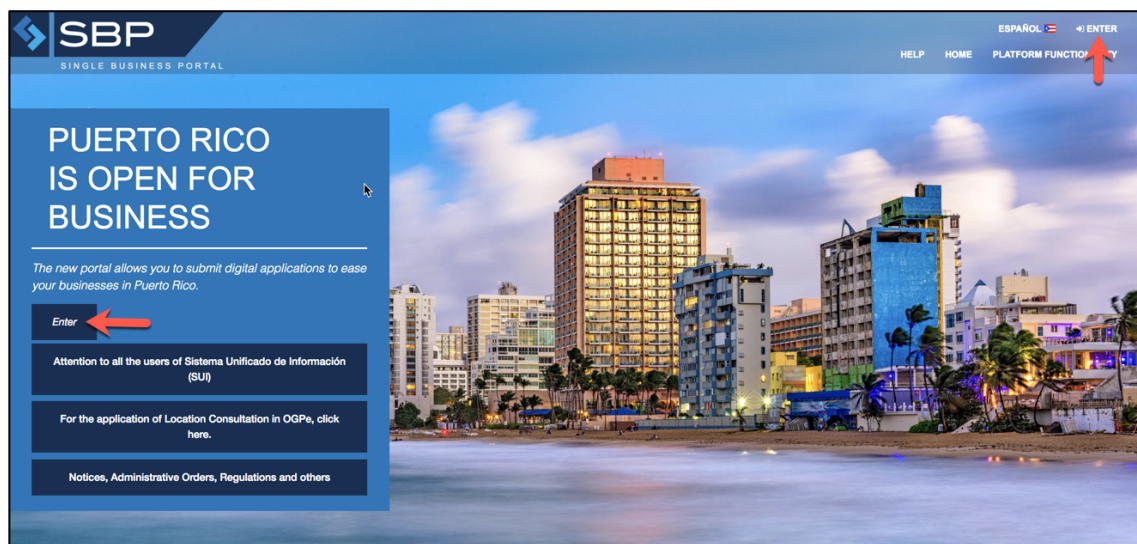
The Unique Profile is a digital tool that, with a Social Security Number, National Identification Number and/or Employer Identification Number (“EIN”), will allow the user to create an exclusive profile through which he/she can submit paperwork in Puerto Rico. Through this profile, it is possible to file applications as an individual or company; and all the data of the applicant will be recorded in a database, where the data can be used in all applications. Another benefit of the Unique Profile is the integration of procedures in the Department of Economic Development and Commerce (also known as “DDEC,” Spanish acronym) and the Permit Management Office (also known as “OGPe,” Spanish acronym). This integration allows for the monitoring of procedures that have been requested by an entity and/or individual.

## How to access the System?

Use **Google Chrome** to access the portal via the following link:

<https://www.businessinpuertorico.com/sbp/>

Other Internet browsers like: Mozilla Firefox, Safari and Internet Explorer do not work properly with the SBP interface. The link above will direct the user directly to the SBP Homepage.





The user must press “Log in”, placed in the left center or top right corner of the Homepage to access an existing account or create a new one.

**Log in:** If the user already has an existing SBP account, then he/she must enter the username and password and click “Log in”.

The screenshot shows the SBP Single Business Portal login interface. It includes a logo at the top, two input fields for 'User name' and 'Password', and two buttons: 'Enter' and 'Create Account'. A yellow arrow points to the 'Create Account' button. Below the buttons are three links: 'Forgot your password?', 'Forgot your username?', and 'Have you not received your confirmation email?'.

**Forgot password?** If the user already has an account created but forgot their password, then he/she must click on the hyperlink titled “Forgot your password?” and provide the email address used to create the account. The user will find the hyperlink at the bottom of the window, just below the “Create Account” button. Once the user submits the request for a password reset, he/she will receive an email asking to click a link to set a new password. After the user clicks the provided link, he/she will be able to enter their email and new password.

**Forgot username?** If the user already has an account created but forgot their username, then he/she must click on the hyperlink titled “Forgot your username?” and provide the email address used to create the account. The user will find the hyperlink at the bottom of the window, below the “Create Account” button. Once the user submits the request for a username reset, he/she will receive an email asking to click a link to set a new password. After the user clicks the provided link, he/she will be able to enter their email and new username.

**Still haven’t received a confirmation email?** Once the user has registered as a new user, he/she will receive an automatic communication asking to confirm the user account. The user must click on the link provided in the communication, so he/she can complete the creation of the user account. After the user confirms the account, he/she can login into the platform to start the process of filling out a tax incentive application or submitting an annual report. If the user has not received a confirmation email, he/she must click “Still haven’t received a confirmation



email?” and provide the email address used to create the account. The user will find the hyperlink at the bottom of the window, below the “Create Account” button. It is important that the user add us to their address book, so he/she can receive the platform’s message notifications.

**Create Account:** If the user does not have an existing SBP account, then he/she should create one by clicking “Create Account”. The following window will appear, and the user must fill all the required information (\*). Once completed, the user may click “Create”.

**Account Information**

Email Address: \*  
martinez\_yoel92@yahoo.com

Password: \*  
..... ✓

Confirm your password: \*  
..... ✓

Citizenship: \*  
Wallis & Futuna

Identification Type: \*  
National Identifier

Identification Number: \*  
12345678987654321

**Personal Information**

Citizenship: \*  
Wallis

Identification Type:  
National Identifier

Identification Number: \*  
\*\*\*\*\*4321

First Name: \*  
First Name

Initial:  
Initial

Last Name: \*  
Last Name

Date of Birth: \*  
mm/dd/yyyy

Gender: \*  
 M  F

Marital status:  
Select an option

Primary Phone: \*  
Principal

Driver's License:  
Driver's License

**Address**

Address: \*  
Address

Country: \*  
Select an option

State: \*  
State

City: \*  
City

Zip Code: \*  
Zip Code

**Additional Information:**

Secondary Phone:  
Secondary

Fax:  
Fax

Secondary Email:  
Email Address

**> Acknowledgement**

Be advised that your registration on the SBP will constitute your unique identification and will also constitute your electronic signature for any transaction within, therefore, please take all safeguards for your username and password. It will be the full duty of the user to keep its username and password confidential and not share it with third parties; the user will also be solely responsible for any transaction made within the SBP with its unique identifier. The Government of Puerto Rico, the Department of Economic Development and Commerce, the Office of Industrial Tax Exemption and the Permit and Management Office will not be responsible for any transaction made with any user identifier within the SBP.

**Create**



**NOTE:** Password must contain at least 8 characters, including, at least, one of each of the following characters: a letter, a digit and a special character (!@#\$%^&).

Once the unique profile is created, the following screens will appear.

> Congratulations! Go to start

Your account has been created successfully. You will receive an email to confirm the registration.

Account Information

Email Address:  Name:

Company Information

¿Are you a company owner or representative?  Yes  No

Ingress the Company Identification Number:

Associate People

If the user is the owner or a representative of a company, he/she must click “Yes” and provide the Employer Identification Number and click the search button. The following screen will appear in which the user will submit all the information required about the company and click “Create”.

Company

Company Identification Number: \*  Company Name: \*  Relation with company: \*

Primary Phone: \*  Secondary Phone:

Email Address:  Fax:

Address

Address: \*  Country: \*

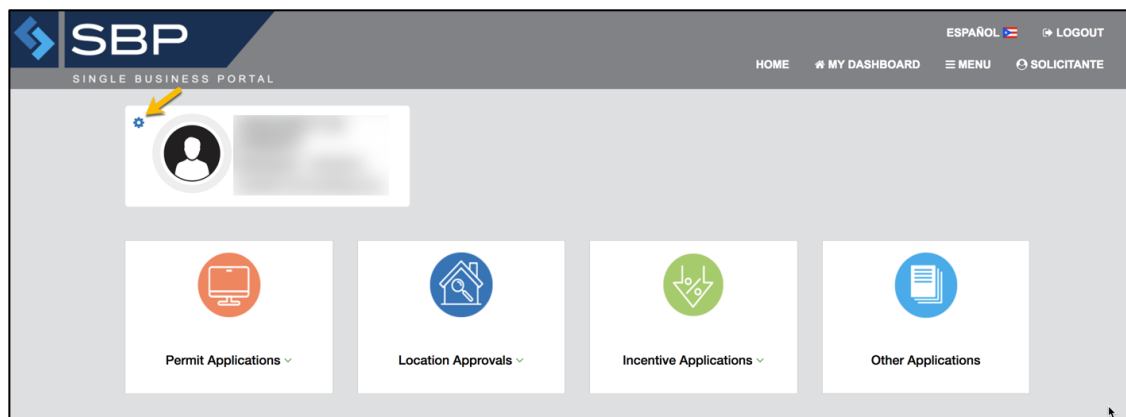
State: \*\*  City: \*\*  Zip Code: \*



The user can also associate any person he wishes by clicking “Add Specialist”, submitting his information and clicking “Create”. Once the user is done filling all the information, he/she must click “Homepage” to go back to the Homepage.

## How to edit the Unique Profile?

Once the user is logged in and wishes to make changes to his profile, it may go to the home screen and click on the settings icon on the top left corner of the unique profile information box:



On this page, the user will be able to make changes to his profile. The user will be able to modify personal or company related information such as adding specialist. Click “Edit” to make the changes; upon completion press “Update”.



**User Profile:**

**Account Information** Edit

**User name:**  
krish@e-3consulting.com

**Password:**  
.....

**Personal Information**

**Citizenship: \*** Estados Unidos  
**Identification Type: \*** Número de seguro social  
**Identification Number: \*** .....

**First Name: \*** KRISHNETT  
**Initial:** M  
**Last Name: \*** CRESPO

**Date of Birth: \*** 02/27/1995  
**Gender: \***  Male  Female  
**Marital status:** Soltero

**Primary Phone: \*** 787 966-3320  
**Driver's License :** Driver's License

**Address**

**Address: \*** PO BOX 114  
**Country: \*** Estados Unidos

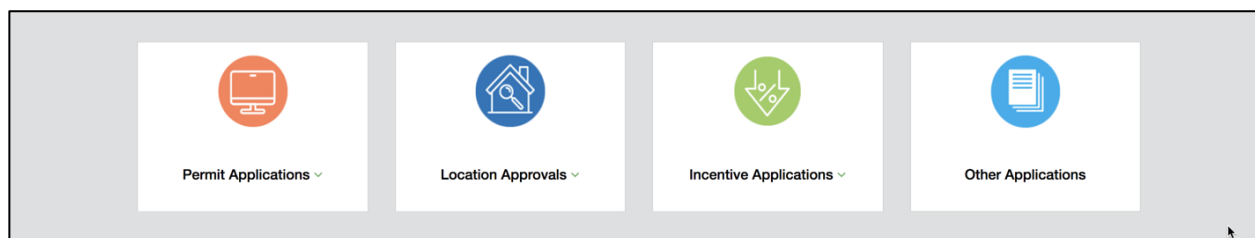
**State: \*** Alabama  
**Municipality: \*** Bayamón  
**Zip Code:** 00960

**Additional Information:**

**Secondary Phone:**   
**Fax:**   
**Secondary Email:**

## How does the Dashboard work?

The *My Dashboard* screen allows users to apply for permits, incentives, among other applications. *My Dashboard* will also include a summary of the activities associated with the profile.



Further down, use these 3 boxes function as filters to access the different applications that the user has applied for or that pertain to him/her. In the filters, the applications are separated for the user with the personal information, an identified company (the user's or as a representative), or on behalf of another person.





> Applications Request

My Applications      Company Applications      Third Party Applications

### Legend

Incomplete	Initiated	Pending Payment	Inspection	Rectification	Waiting
Manager	Legal Review	Secretary	Archived	Denied	Approved

Close

#### Legend:

1. **Incomplete:** A procedure was completed in the system, but it has not been submitted / paid.
2. **Manager:** Waiting for action from a superior.
3. **Started:** A procedure was started in the system, but it has not been completed.
4. **Legal Review:** Procedure is in the legal division tray.
5. **Payment / Pending:** Pending payment.
6. **Secretary:** In the Secretary's tray.
7. **Inspection / Evaluation:** The file is in the process of being reviewed by government or agency personnel.
8. **Archived:** The application will pass to this status when the Applicant does not realize a rectification within the established period the application is archived.
9. **Rectification:** government personnel found an error or need more information to evaluate.
10. **Denied:** the application has been denied.
11. **On hold:** the application is waiting for data.
12. **Approved:** the application would be approved when the approval is positive.



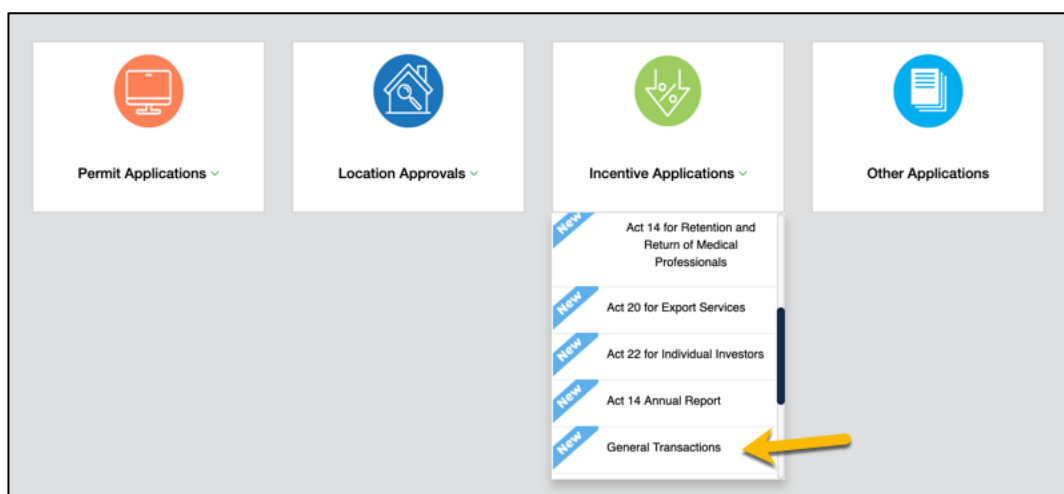
## What is CMT.A?

The CMT.A application (“Case Management Technology” or “CMT.A”) is a platform that conglomerates transactions made through DEDC and its sub-agencies (Act No. 141-2018); specifically, applications that are typically handled through forms. Rather than having to go to agency offices to hand in paperwork and pay, CMT.A allows for these types of transactions to be handled virtually. It also opens a direct line of communication between the applicant and the administrative official, communication that is useful when applications are incomplete, or when the applicant wants to supplement his/her case. This will decrease the number of applications that fall through and will make government services much more accessible. Through this digitization, DDEC will be able to easily keep track of the applications that have been submitted, approved, and denied and keep track of the revenues from these applications. These analytics will be useful for executive decisions and for the strategic allocation of resources.

Currently, the CMT.A has 21 transactions. Eventually, more than 100 other transactions will be added into the same platform. CMT.A will organize these transactions by agency, and once the user selects the agency and the transaction, a link will appear where the applicant will be able to download the form, print it and fill it out by hand, and scan it so they can attach it as a pdf document. All the specific application requirements will be detailed in this form, and any other attachments required by the application can be attached through the platform, as “Other Attachments”. Once the application is submitted, the administrative official can request more information from the applicant through the platform.

## How to apply for a CMT.A application

To apply for any application in CMT.A, press “Incentive Applications” and select “General Transactions”.





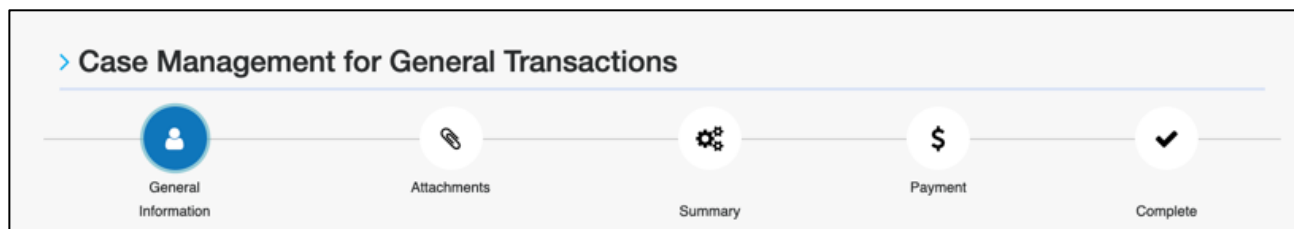
Once the user selects the “Other Incentives/Applications” option, the subsequent page will display two drop-down lists and a brief description of CMT.A.

The screenshot shows a web form with two main sections: **Application Type** and **Application Information**. Under **Application Type**, there are two dropdown menus: "Application Type" (set to "Transactions") and "Application" (set to "OtherTransactions-Case Management for General Tra"). The **Application Information** section includes a "Description" and "Details" subsection. The description states: "The Case Management Application is a conglomeration of paper applications from DDEC (Act No. 141-2018) into one. After users select the desired transaction, they are able to download the form, attach all required documents, pay online, supplement the application if necessary, and check the status of the application once submitted. This eliminates the need for applicants to visit the respective Agency, making it more convenient for the user, and reducing paper consumption." The "Price" section lists: "1. \$5.00 platform processing fee. Additional fees may apply in view of the selected transaction." A blue "Create" button is located at the bottom right of the form.

The user must make sure all the information is correct and then click “Create” to continue.

## How to create a new CMT.A Application

In the CMT.A, the user will find a navigation bar that consists of the following steps:





## General Information

On the “General Information” section, the user will be first asked to select the agency in which he/she will submit an application. A section explaining the types of transactions in each agency will be there for reference.

> Case Management for General Transactions

General Information Attachments Summary Payment Complete

> General Information

Select Agency: \*

- ✓ Choose one...
- DEDC: Department of Economic Development and Commerce
- OITE: Office of Industrial Tax Exemption
- PRIDCO: Puerto Rico Industrial Development Company

**Agency Information**

**PRIDCO:** Puerto Rico Industrial Development Company  
Under this corporation, you will find all transactions related to industrial activities, artisanal incentives, and marketing activities.

**OITE:** Office Of Industrial Tax Exemption  
Under this office, you will find all transactions related to tax exemption and other incentives.

**DEDC:** Department of Economic Development and Commerce  
Under this agency, you will find all transactions related to film grants.

Next >

Once the agency is selected, a dropdown will appear with the available applications for that agency:

> General Information

Select Agency: \*

OITE: Office of Industrial Tax Exemption

> Agency Information

**PRIDCO:** Puerto Rico Industrial Development Company  
Under this corporation, you will find all transactions related to industrial activities, artisanal incentives, and marketing activities.

**OITE:** Office Of Industrial Tax Exemption  
Under this office, you will find all transactions related to tax exemption and other incentives.

**DEDC:** Department of Economic Development and Commerce  
Under this agency, you will find all transactions related to film grants.

Select the incentive type: \*

Choose one...



Once the Transaction is selected, a downloadable PDF version of the form will appear. The applicant will then download that form, print it, fill it out, and scan it to his/her computer. If the form specifies any supplementary documents that must be included with the application, he/she must be sure to have them completed and available. Importantly, the completion of the form and its requirements occur outside of the platform.

### > General Information

---

**Select Agency:** \*

OITE: Office of Industrial Tax Exemption ↓

### > Agency Information

---

**PRIDCO:** Puerto Rico Industrial Development Company  
Under this corporation, you will find all transactions related to industrial activities, artisanal incentives, and marketing activities.

**OITE:** Office Of Industrial Tax Exemption  
Under this office, you will find all transactions related to tax exemption and other incentives.

**DEDC:** Department of Economic Development and Commerce  
Under this agency, you will find all transactions related to film grants.


**Select the incentive type:** \*

Maritime Transport Tax Exemption under ↓

### > Download Document

---

Please download the following form. This form must be completed and subsequently submitted in the attachments section of this application. Please pay attention to the supplemental documents needed for this application. They are detailed in the form found below. These attachments must be submitted in the "Other" section of the attachments tab.

[Maritime Transport Tax Exemption under Act 126 No.-1966 \(Download Here\)](#) 

[Next >](#)

Once user has completed the application form, he or she must select "Next" to upload it.



## Attachments

The user must attach the files required in the table below by clicking “Upload”. The user will only be able to proceed once all required documents have been uploaded. After this, the user shall click the button “Next” located on the lower right corner of the page to continue. To return to the previous section the user shall click on the “Back” button.

> General Transactions

General Information   Attachments   Summary   Payment   Complete

> Application Attachments

Attach all the required documents that are shown in the table. You will not be able to continue until **you attach all** required documents.

**Actual Application:**  
2019-OtherTransactions-000153

Attachments Required by this Permit   Other Application Attachments

Attachment Name	Action
Maritime Transport Tax Exemption under Act 126 No.-1966 ⓘ	✖ Upload
Other ⓘ	Optional Upload

**Application Attachments**

Attachment Name	Attachment Type	Eliminate
Memora_ndum_de_Aceptacio_n_Condicional_PUI_Externo_416159.docx	Maritime Transport Tax Exemption under Act 126 No.-1966	➔ 🗑️

< Back   Next >

If the user wants to delete an attached file, it may do so by clicking on the trash icon, located on the right side of the page.

**Application Attachments**

Attachment Name	Attachment Type	Eliminate
Memora_ndum_de_Aceptacio_n_Condicional_PUI_Externo_416159.docx	Maritime Transport Tax Exemption under Act 126 No.-1966	➔ 🗑️



## Summary

The application summary is a general overview of all the information provided by the user. He/she must verify that the information is correct. If an error is detected, the user may go back and change it. Once information is verified, click on the button “Next”, in the lower right corner, to continue.

>General Transactions

General Information Attachments **Summary** Payment Complete

> Incentive Type: **General Incentive**

Summary of General Information

Field name	Value
Type of incentive	[Maritime Transport Tax Exemption under Act 126 No.-1966]

< Back Next >



## Payments

The user must select a payment method, either credit card or ACH, and fill out the required information.

### > General Transactions

General Information Attachments Summary **Payment** Complete

### > Payment Breakdown

Application	Application Type	Description	Price
2019-OtherTransactions-000154	OtherTransactions-Case Management for General Transactions	OtherTransactions - Maritime Transport Tax Exemption under Act 126 No.-1966 Cost - Transaction Fee	\$750.00
2019-OtherTransactions-000154	OtherTransactions-Case Management for General Transactions	OtherTransactions - Platform Processing Fee	\$5.00
<b>Total:</b>			<b>\$755.00</b>

To initiate the payment process, choose a payment method. Only Mastercard, Visa and ACH are accepted.

Payment Form  
Credit Card

### > Credit card payment - Security Details

**Auto CC Info**

Credit Card:  
 VISA  Mastercard

Name On The Card

Direction:

City:

State:

Country:

Zip:

Telephone:

Card Number:  
 -  -  -

Expiration Date:  
 /

Security Code (CVV):  
 [¿What is it?](#)

Verification:  
 I affirm and acknowledge the consequences of including and committing incomplete, inconclusive or false information in this filing.

[Back](#) [Next](#)

**NOTE:** In this step, you will pay a \$5.00 platform processing fee and a transaction fee depending on the selected transaction. In this case, the selected application had a transaction fee of \$750.





## Payment Summary

Applicant must verify payment summary and click “Complete” to finalize application.

### > General Transactions

General Information Attachments Summary Payment **Complete**

#### > Payment Summary

##### Owner Information

**Card Name:** Juan Del Pueblo  
**Address:** Direccion 123  
San Juan, NULL, USA 00123  
**Telephone:** 787 000-0000  
**Card:** VISA  
**Card Number:** 4548 4000 0000 0136  
**Expiration Date:** 12/2020  
**Security Code:** 009

##### Payment Authorization

Check the payment summary on this page before processing it. If you agree with the figures that appear on the screen, press the **"Complete"** button once and **Do not press any other button** until the process is complete. If there is any error in the information press **"Back"** to modify it.

*When processing the payment you authorize the Permit Management Office to withdraw the payment from your bank account or credit card. This transaction is final. For reimbursement requests, you should consult directly with the Department of Treasury.*

#### > Payment Breakdown

Application	Application Type	Description	Price
2019-OtherTransactions-000154	OtherTransactions-Case Management for General Transactions	OtherTransactions - Maritime Transport Tax Exemption under Act 126 No.-1966 Cost - Transaction Fee ⓘ	\$750.00
2019-OtherTransactions-000154	OtherTransactions-Case Management for General Transactions	OtherTransactions - Platform Processing Fee ⓘ	\$5.00
<b>Total:</b>			<b>\$755.00</b>

[← Back](#) [Complete →](#)