

# Orange County

## Small Business Resource Guide



Helping existing small business people and those considering a start-up business, find answers to the dozens or perhaps hundreds of questions that business owners are likely to face.

The Orange County NC **Small Business Resource Guide** is intended to help existing small business people and those considering a start-up business, find answers to the dozens or perhaps hundreds of questions that business owners are likely to face. Compiled and developed by Orange County Economic Development, the **Resource Guide** offers a quick, straightforward reference for a variety of issues: everything from financing options to child care, from executive business school classes to zoning regulations.

If you are not sure where to begin, the checklist below covers the major regulatory issues and assistance sources which are of the greatest importance to most business owners. You may wish to review these sections first:

<b>SCORE</b>	<i>Page 7</i>	<b>Permits</b>	<i>Page 46</i>
<b>Business Structure</b>	<i>Page 12</i>	<b>Site Location</b>	<i>Page 51</i>
<b>Licenses</b>	<i>Page 37</i>	<b>Employer Requirements</b>	<i>Page 21</i>
<b>Taxes</b>	<i>Page 52</i>		

If, after reviewing this **Resource Guide**, you desire some additional guidance to get started, here are two suggestions:

- Schedule a free counseling session with a business advisor at the **Small Business & Technology Development Center (SBTDC)**, by calling 962-0389 or with a SCORE mentor ([www.SCORE.org](http://www.SCORE.org)).
- Contact **Orange County Economic Development**, located at 131 W. Margaret Lane – Ste 205 in downtown Hillsborough to inquire about other contacts or data which are not listed here. The Orange County Economic Development telephone number is 245-2325.

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## Orange County Economic Development

PO Box 1177

131 W. Margaret Lane – Ste 200

Hillsborough, NC 27278

(919) 245-2327

(919) 644-3008 (fax)

[www.GrowInOrangeNC.com](http://www.GrowInOrangeNC.com)

*The information presented in this publication has been compiled from a wide range of sources including state, local and federal government institutions and nonprofit organizations. While every effort is made to obtain the most current information available, not all of this information was independently researched by Orange County. Therefore, no warranty is made regarding its accuracy.*

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# Planning Checklist

Assess your strengths and weaknesses

- Are you a self-starter?
- Do you get along with others?
- Are you good at making decisions?
- Do you plan ahead?
- Do you have the physical and emotional stamina to run a business?
- Have you had any business training?

Conduct research on your industry, target market and competition.

- Do you know who your customers will be?
- Are you providing a service or product they will buy?
- Will your prices be competitive?
- Online market research resources:
  - US Census: [www.census.gov](http://www.census.gov)
  - NC State Data Center: <http://sdc.state.nc.us/>
  - Market Research.com: [www.marketresearch.com](http://www.marketresearch.com)

Additionally, you can contact Orange County Economic Development (919) 245-2325 for additional research resources for your business

Create a business plan, complete with financial statements.

Decide your business structure and register your business name.

Select a suitable location; check on zoning ordinances and permit requirements

Check on county, state and federal license requirements.

Obtain the necessary tax information

Establish a source of financing.

Learn about employer reporting requirements and responsibilities

# Getting Started

Owning your own business can bring many rewards, as well as risks. If you are considering starting a business for the first time, it may be best to learn, research, and plan your business in order to maximize your success.

There are a number of organizations available to assist you in your planning.

## Business Assistance

### NC Department of Commerce

The N.C. Department of Commerce seeks to create jobs and investment throughout the state, by working with both relocating businesses and existing N.C. firms. Existing businesses can receive information on issues such as: sources of grants and loans; labor relations; unemployment taxes; workers compensation; environmental matters; financial consulting; and state tax credits for significant job creation and expansion.

The Department of Commerce's Business ServiCenter offers a one-stop source for consultations, information and referrals and provides the following:

- One-on-one client consultations
- Customized licensing information
- Employer and business structure forms
- Referrals to State Agencies and State Occupational Licensing Boards, Local Governments & Federal Agencies
- Referrals to Local, State & Federal business services, programs & resources
- A Small Business Ombudsman to work on your behalf to resolve issues with State Government Agencies

Contact Information: 301 N. Wilmington  
Raleigh, NC 27601-1059  
Telephone: (919) 733-4151  
Email: [tmcneill@nccommerce.com](mailto:tmcneill@nccommerce.com)  
[www.thrivenc.com](http://www.thrivenc.com)

### SBA

The US Small Business Administration provides assistance to millions of potential and current small business owners start, grow and succeed with emphasis programs for women, veterans, Native Americans and socially/economically disadvantaged citizens.

SBA representatives provide assistance to help you:

- Develop a business plan
- Access resource
- Complete loan applications
- Identify growth opportunities
- Locate financing resources

Contact Information: **North Carolina District Office**  
6302 Fairview Road, Suite 300  
Charlotte, NC 28210-2227  
Telephone: (704) 344-6563  
[www.sba.gov](http://www.sba.gov)

To obtain the NC Small Business Resource Guide: [www.smallbusiness3.com/pdf/english/northcarolina.pdf](http://www.smallbusiness3.com/pdf/english/northcarolina.pdf)

## BLNC

Business Link North Carolina (BLNC) is a network of statewide, state-funded business resource providers offering services to North Carolina businesses, from Fortune 500 companies to start-ups. Call BLNC at **1-800-228-8443**, Monday-Friday, 8 a.m. to 5 p.m. Eastern Time, to talk with one of their business consultants or visit the BLNC website at <http://blnc.gov/>

BLNC counselors provide:

- One-on-one client consultations
- Customized state license requirements
- Access to hands on assistance for writing your business plan
- Employer and business structure forms
- Funding programs and resources
- Minority programs
- Assistance with government contracting and procurement
- Referrals to Local, State & Federal business services, programs & resources
- A Small Business Ombudsman to work on your behalf to resolve issues with State Government Agencies

## Small Business & Technology Development Center - SBTDC

For most start-up and expanding small businesses, the local SBTDC office will be a primary resource, and should probably be your first stop. SBTDCs across the state are sponsored by the University of North Carolina, and the Orange County Chapter is also supported by Orange County Economic Development. The SBTDC office is located in Chapel Hill, but staff counselors will meet with clients in Hillsborough as well.

For start-up businesses, the SBTDC organizes a regularly-scheduled group session to provide a core of information in a convenient manner. The SBTDC also provides free, confidential, one-on-one business counseling, particularly on such crucial issues as:

- Analyzing a business idea
- Creating a business plan
- Researching markets
- Locating sources of funding
- Increasing revenues and profits for existing firms

One of the most valuable publications of this agency is [\*Capital Opportunities for Small Business\*](#), updated regularly and available on-line or on paper. The SBTDC workbook, [Business Resource and Start-up Resource Guide](#), can also be found at the web site listed below. Other services of the SBTDC include assistance with federal, state, and local procurement processes; transfer of technology and related services of the Technology Group; international business development assistance; and specialized assistance for those associated with marine industries.

Visit the SBTDC Website and click on the county in your area to find the location of offices nearest you. You can also go to the Events Calendar to find a schedule of workshops and seminars.

Contact Information:     SBTDC at UNC-Chapel Hill  
                                  1700 Martin Luther King Jr Blvd, Suite 115  
                                  MAILING ADDRESS: CB# 1823  
                                  Chapel Hill, NC 27514  
                                  Telephone: (919) 962-0389  
                                  Email: [uncch@sbtcd.org](mailto:uncch@sbtcd.org)  
                                  [www.sbtcd.org/](http://www.sbtcd.org/)

## SCORE

SCORE "Counselors to America's Small Business" is a nonprofit association dedicated to educating entrepreneurs and helping small business start, grow and succeed nationwide. SCORE is a resource partner with the U.S. Small Business Administration (SBA).

The counselors of SCORE Chapel Hill-Carrboro are experienced business owners and managers who volunteer their experience and knowledge to help small business owners and potential small business owners achieve success.

SCORE provides:

- Free and confidential one-on-one counseling
- Specialized seminars and workshops
- Insight into how to start a business, operating a business, buy a franchise and buy/sell a business
- Counselors who are widely experienced business people

Contact Information: SCORE Chapel Hill-Carrboro  
104 S. Estes Drive  
Chapel Hill, NC 27514  
Telephone: (919) 968-6894  
[www.score.org](http://www.score.org)

## Good Work, Inc.

Good Work trains, coaches, guides, and supports potential and start-up entrepreneurs, business owners, nonprofits, and social entrepreneurs to be self-reliant, entrepreneurial, and collaborative.

Contact Information: Good Work  
PO Box 6013  
Raleigh, NC 27628  
Telephone: (919) 817-8507  
[www.goodwork.org](http://www.goodwork.org)

## Small Business Center at Durham Technical Community College

The Durham Technical Community College Small Business Center (SBC) is a state funded organization that is part of the Small Business Center Network of North Carolina.

SBC provides:

- Confidential counseling to help you deal with your business needs;
- Training and technical assistance in starting your business;
- Business skill seminars, workshops, and courses;
- Resource and referral services - your one stop entrepreneur's shop; and
- A library with small business publications and literature.

Contact Information: Small Business Center at Durham Technical Community College  
400 West Main Street, 3rd Floor  
Durham, NC 27701  
Telephone: (919) 536-7241  
[www.durhamtech.edu/html/corporate/sbc.htm](http://www.durhamtech.edu/html/corporate/sbc.htm)

## CED

CED (formerly The Council for Entrepreneurial Development) was founded in 1984 to identify, enable and promote high-growth, high-impact companies and accelerate the entrepreneurial culture of the Research Triangle and North Carolina. CED provides education, mentoring and capital formation resources to new and existing high-growth entrepreneurs through annual conferences, seminars, workshops and programs on entrepreneurial management and finance. CED has helped entrepreneurs in a myriad of industries and at all stages of development – from high-tech, life sciences, and service companies, from one-person start-ups to 1000-person businesses. With more than 5,500 active members representing over 1,100 companies, CED is the largest entrepreneurial support organization of its kind in the United States.

Contact Information: CED Entrepreneurship Center  
The American Underground @ The American Tobacco Campus  
Strickland Building  
334 Blackwell Street – Suite B012  
Durham, NC 27701  
Telephone: (919) 549-7500

PO Box 13353  
RTP, NC 27709  
[www.cednc.org/](http://www.cednc.org/)

# Resources

## Accountants

The **North Carolina State Board of Certified Public Accountant Examiners** ("the Board") is an occupational licensing board that grants certificates of qualification as certified public accountants (CPAs) to those individuals who meet the legal requirements. The Board also adopts and enforces the Rules of Professional Ethics and Conduct to be observed by CPAs in this State. Other functions of the Board include registration of CPA firms; renewal of CPA certificates and CPA firm registrations; administration of the Uniform CPA Examination; administration of the continuing professional education (CPE) compliance program; disposition of administrative hearings with respect to State statutes and rules; and administration of other provisions of NCGS 93.

Contact Information: NC State Board of Certified Public Account Examiners  
PO Box 12827  
Raleigh, NC 27605-2827  
Telephone: (919) 733-4222  
[www.nccpaboard.gov](http://www.nccpaboard.gov)

## Agriculture

Farmers can receive information and assistance related to crop and livestock management, environmental management, regulations, marketing of products, and agricultural statistics from the *Orange County Cooperative Extension Service*, and the *Orange County Soil & Water Conservation Service*. The Cooperative Extension focuses on helping agri-businesses to reduce production costs; to find new sources of income; and to improve business management skills. Information on financing programs, conservation cost-sharing, and farm loans is available through the local *USDA Farm Service Agency*. Each of these offices is located at 306-E Revere Road in Hillsborough.

Contact information: Cooperative Extension (919) 245-2050  
Soil & Water (919) 245-2750  
Farm Service Agency (919) 732-4301  
<http://orange.ces.ncsu.edu/>

The Orange County Agricultural Economic Developer is available to assist farmers with business planning, marketing and brokering agricultural goods and services, estate planning, and facilitating farm transfers. An on-line directory, to provide local citizens, farms, and businesses information about the availability of goods and services provided by county farmers and how and where they may be purchased can be viewed at [www.orangecountyfarms.org/](http://www.orangecountyfarms.org/).

Contact information: Orange County Agricultural Economic Developer  
131 W. Margaret Lane – Ste 212  
Hillsborough, NC 27278  
Telephone: (919) 245-2336  
Email: [mortosky@orangecountync.gov](mailto:mortosky@orangecountync.gov)

## N.C. Department of Agriculture & Consumer Services

The N.C. Department of Agriculture has extensive regulatory and business-development responsibilities related to crops and livestock, as well as state, national and international marketing of North Carolina products. The department's Web site includes sections devoted to Farmer Services and Business Services and Marketing and Grower Programs.

Contact Information: NC Department of Agriculture  
**Physical Address:** 2 West Edenton Street  
**Mailing Address:** 1001 Mail Service Center

Raleigh, NC 27601  
Telephone: (919) 707-3000  
[www.ncagr.gov](http://www.ncagr.gov)

Raleigh, NC 27699-1001

## Artists

The **Orange County Arts Commission** works to promote and strengthen literary, visual, and performing arts, and to improve business prospects for local artists and organizations. The OCAC publishes an on-line directory of artists and arts organizations. The OCAC's newsletter provides information on grant opportunities, shows and competitions, workshops, upcoming cultural events, studio space, networking groups, and more.

Contact information: Orange County Arts Commission Director  
131 W. Margaret Lane – Ste 216  
Hillsborough, NC 27278  
Telephone: (919) 245-4326  
Email: [mshannon@orangecountync.gov](mailto:mshannon@orangecountync.gov)  
[www.artsorange.org](http://www.artsorange.org)

## Building Code Issues – *see Permits*

## Business Name

The legal name of a business is the name of the person or entity that owns a business. If you are the sole owner of your business, its legal name is your full name. If your business is a partnership, the legal name is the name given in your partnership agreement or the last names of the partners. For limited liability corporations (LLCs) and corporations, the business' legal name is the one that was registered with the state government.

Your business' legal name is required on all government forms and applications, including your application for employer tax IDs, licenses and permits.

When using any name for a business other than your own name, you must register the business name with the local Register of Deeds office. If incorporating, the corporate name should be filed instead with the N.C. Secretary of State office.

### ***Orange County Register of Deeds***

228 S. Churton Street – Ste 300  
P.O. Box 8181  
Hillsborough, NC 27278  
Telephone: (919) 245-2675  
[www.orangecountync.gov/registerofdeeds](http://www.orangecountync.gov/registerofdeeds)

### ***North Carolina Secretary of State***

2 South Salisbury Street  
P.O. Box 29622  
Old Revenue Complex  
Raleigh, NC 27601  
Telephone: 807-2225 Corporations  
[www.sosnc.com](http://www.sosnc.com)

For additional information on the different types of business structures (such as partnerships and corporations) *see **Legal Status***.



## Business Plan

Your business plan is the foundation that will help you to achieve your goals. Many resources are available with counseling at your Small Business Center, SCORE or on-line. BLNC business counselors can guide you to this information and much more. Call **1-800-228-8443** during business hours or visit the links below.

- The **Small Business Center Network** @ [www.ncsbc.net](http://www.ncsbc.net) of the North Carolina Community College System offers business planning assistance as well as a guide for start-up and established businesses.
- **Creating a Business Plan** @ [www.sba.gov/content/creating-business-plan](http://www.sba.gov/content/creating-business-plan) offered through the SBA, this podcast offers expert advice on writing a good business plan
- **U.S. Small Business Administration and the U.S. Postal Service** @ <http://www.a2zofficemanagement.com/blog/sbas-top-10-business-tips-success> bring you Delivering Success video interviews with successful entrepreneurs who share the lessons they've learned about owning a small business
- **NC Commerce Guidebook - Business Plans** - <http://blnc.gov/Portals/15/Documents/NC%20Commerce%20Guidebook%20-%20Business%20Plans.pdf>
- **BizPlanit** @ <http://www.bizplanit.com/virtual-business-plan/> offers an on-line Virtual Business Plan based on real-world business planning advice
- **BPlan** @ [http://www.bplans.com/sample\\_business\\_plans.cfm](http://www.bplans.com/sample_business_plans.cfm) offers free sample business plans
- **SBA** @ <http://www.sba.gov/category/navigation-structure/starting-managing-business/starting-business/writing-business-plan> provides step by step instructions for creating your business plan
- **SBTDC** @ <http://www.sbtcd.org/services/start/> - business startup guide and resources (view [video](#))
- **SCORE** @ <http://www.score.org/> has a business plan for your start up



## Business Schools

### UNC Kenan-Flagler Business School

Entrepreneurial career opportunities come in many forms, whether you want to start your own company, work for a start-up, find an entrepreneurial opportunity within a larger company, or go into related areas such as venture capital or social entrepreneurship. The Center for Entrepreneurial Studies works with each student to develop an individualized plan for career success.

Entrepreneurial studies at UNC Kenan-Flagler, ranked No. 3 in Entrepreneur magazine's "Top Entrepreneurial Colleges for 2005", prepares students for career success with:

- 35 courses covering a variety of entrepreneurial topics
- Undergraduate business concentration in entrepreneurship (including 15 courses)
- Renowned speakers from around the globe
- Affiliation with entrepreneurial organizations

Contact Information:      Kenan-Flagler Business School  
    The University of North Carolina at Chapel Hill  
    Campus Box 3490, McColl Building  
    300 Kenan Center Drive  
    Chapel Hill, NC 27599-3490  
    Telephone: (919) 962-5327  
    [www.kenan-flagler.unc.edu](http://www.kenan-flagler.unc.edu)

### Fuqua School of Business, Duke University - [www.fuqua.duke.edu/](http://www.fuqua.duke.edu/)

- ❖ Programs Offered:
  - **THE DUKE MBA**
    - Daytime MBA
    - Cross Continent MBA

- Global Executive MBA
- Weekend Executive MBA
- Health Sector Management
- Executive Education
- **Joint Degree Programs**
- **MMS: Foundations of Business**
- **MM: Clinical Informatics**
- **PhD Program**

Love School of Business, Elon University - <http://www.elon.edu/e-web/academics/business/>

- ❖ Programs Offered:
  - **MBA**

North Carolina Central University School of Business - [www.nccu.edu/academics/sc/business/](http://www.nccu.edu/academics/sc/business/)

- ❖ Programs Offered:
  - **MBA**
  - **Undergraduate Program**

Weems Graduate School, Meredith College – [www.meredith.edu](http://www.meredith.edu)

- ❖ Programs Offered:
  - **MBA**

North Carolina State University, College of Management  
<http://mgt.ncsu.edu/index-exp.php/business-management/business-management>

- ❖ Programs Offered:
  - Undergraduate Program
  - MBA
  - Executive Programs
  - Continuing Education



## Business Structure

When starting a new business, one of the first and most important decisions is to choose the structure of your business.

Before any sole proprietorship or partnership engages in business in North Carolina under an assumed name, the business name must be registered. An assumed name is any name other than the real (legal) name of the owner or owners the business. Assumed Name forms are filed with the County Register of Deeds in which you will operate your business.

**Sole Proprietorship** is owned and operated by one person. The owner is personally responsible for all debts of the firm. Profits and loss are reported on a separate schedule with your personal tax return.

**General Partnership** is formed by two or more persons who agree to contribute money, labor, and/or skill to a business and to share its profits, losses, and management. Each partnership is personally and equally liable for debts of the partnership.

To file your Sole Proprietorship or General Partnership business name, download the [Certificate of Assumed Name](#) and file with the [Orange County Register of Deeds](#). There is no statewide name registration for Sole Proprietorships or General Partnerships that is why you must file your name in each county you conduct business.

**Corporation** is a legal entity that has a legal status or existence separate from both the individuals who may form it and its owners. Think of a corporation as an artificial entity or "person." Owners of a corporation, called shareholders, are generally protected from personal liability since their personal property is not at risk for any business liability. To establish a corporation, download the [Articles of Incorporation](#).

**Limited Partnership (LP)** is similar to the general partnership with some differences:

- At least one person must be identified as a general partner and be responsible for the operation and liability of the organization.
- Limited partners are not active managers of the business and are not liable for the organization's debts.
- To form an LP, download the [Certificate of Domestic Limited Partnership](#).

**Limited Liability Partnership (LLP)** is similar to a general partnership except that a partner does not have personal liability for the negligence of another partner. To form an LLP, download the [Application for Registration of a LLP](#)

**Limited Liability Company or LLC** is an unincorporated association, legally distinct and separate from its owners. An LLC offers its owners both limited personal liability for actions of the business and special tax treatment that may prevent what has been called "double taxation" of the owners' income.

To form an LLC, download the [Articles of Organization](#).

For additional information on filing corporations, LLCs, LLPs and limited partnerships, contact the Secretary of State:

Corporations Division  
PO Box 29622  
Raleigh, NC 27626-0622  
Telephone: (919) 807-2225  
[www.sosnc.com](http://www.sosnc.com)

## Carrboro, Town of — *See Local Government Offices*

## Chambers of Commerce

Local chambers of commerce offer a variety of business services: sponsor networking meetings, educational seminars, and community projects.

### **Chapel Hill-Carrboro Chamber of Commerce**

104 South Estes Drive  
PO Box 2897  
Chapel Hill, NC 27515  
Telephone: (919) 967-7075  
[www.carolinachamber.org](http://www.carolinachamber.org)

### **Hillsborough/Orange County Area Chamber of Commerce**

102 North Churton Street  
Hillsborough, NC 27278  
Telephone: (919) 732-8156  
Email: [info@hillsboroughchamber.com](mailto:info@hillsboroughchamber.com)  
[www.hillsboroughchamber.com](http://www.hillsboroughchamber.com)

## Chapel Hill, Town of *See Local Government Offices*

## Child Care

If you are caring for more than two children who aren't related to you for more than four hours a day, you might need to be licensed. If you do not meet any of the exemption scenarios provided below, then you need to apply for a license. The exemptions are:

- Recreational programs operated for less than four consecutive months in a year
- Specialized activities or instruction such as athletics, dance, art, music lessons, horseback riding, gymnastics, or organized clubs for children, such as Boy Scouts, Girl Scouts, 4-H groups, or boys and girls clubs

- Drop-in or short-term care provided while parents participate in activities that are not employment related and where the parents are on the premises or otherwise easily accessible, such as drop-in or short-term care provided in health spas, bowling alleys, shopping malls, resort hotels, or churches
- Public Schools
- Nonpublic schools that are accredited by the Southern Association of Colleges and Schools and that operate a child care facility for less than six and one-half hours per day
- Vacation Bible Schools
- Centers and Homes located on federal property over which the federal government has control (military based and the Cherokee Indian reservation)
- Cooperative arrangements among parents to provide care for their own children as a convenience rather than for employment
- Any child care program or arrangement consisting of two or more separate components, each of which operates for four hours or less per day with different children attending each component.

Determine the kind of child care program you want to offer. This is important because the application/forms vary based on size and type of program:

If you want to provide care in your home for a maximum of five preschool children, or up to eight children if at least three are school-aged, then you need to follow the [Family Child Care Home](#) application process:

**Family Child Care Home Application Process:**

1. Contact the Division of Child Development to request a Family Child Care Home Application Packet. You may reach the Division at 800.859.0829 (in-state calls only) or 919.662.4499. There is a \$3.00 charge for the Application Packet. The packet contains age and education requirements, an operator checklist, application forms, and a printed materials order form.

A copy of the child care law and rules are not included in the application packet. You will need to purchase these documents by completing the printed materials order form that is included in the packet. You may purchase a single copy of the child care law and rules for homes or purchase the Family Child Care Home Handbook, which includes the law and rules, as well as additional handouts and resources. Be sure to check with your county or city governments to find out if there are additional local standards.

2. If you have questions regarding the information in the application packet, contact the child care consultant that is listed on the cover of your packet.
3. Complete the application form and mail it to your consultant. Your consultant will usually contact you within two weeks of receiving your application to arrange a time to visit your home and complete the application process.
4. The application packet also explains the steps to complete the required Criminal Records Background Check. The operator of the Family Child Care Home, as well as any employees, must complete the [Criminal Record Background Check](#). New Family Child Care Home providers must ensure that all household members over the age of 15 who are present while children are in care also complete a Criminal Record Background Check.
5. Once it is determined that all applicable requirements have been met, the license will be issued.
6. Many local resource and referral agencies offer family child care home pre-licensing workshops. These workshops provide an overview of the North Carolina Family Child Care Home regulations, and can be helpful if you are planning to open and operate a family child care home. [Contact](#) your local resource and referral agency to find out their schedule of upcoming workshops.

If you want to provide care for more than five preschool children, then you need to follow the [Child Care Centers](#) application process. The number of children you can care for is based upon indoor and outdoor square footage, completed building fire and sanitation inspections and any local zoning ordinances.

**Child Care Center Application Process:**

1. Contact the Division of Child Development and request the [Basic Information for Potential Providers](#) booklet. You can call our toll-free number 800.859.0829 (in-state calls only) or 919.662.4499. The booklet, available free of charge, describes the state requirements for operating a Child Care Center in North Carolina. Check with your county or city governments to find out if there are additional local standards.
2. A registration form to attend a [Prelicensing Workshop](#) is included with the Basic Information for Potential Providers booklet. Attendance at a Prelicensing Workshop is required for anyone interested in opening a Child Care Center. The workshop leader will discuss topics such as:
  - Issues to consider in selecting both a site and a building for a Child Care Center
  - The role of building, fire, and sanitation inspectors, as well as the child care consultants
  - Caregiving requirements for young children
 The cost of the two day Prelicensing Workshop is \$150.00 per person. You will receive a copy of the Child Care Handbook, which describes [North Carolina licensing requirements](#) and includes resource materials.
3. After attending the Prelicensing Workshop, you will receive the name and phone number of the Licensing supervisor in your area. The licensing supervisor will assign a child care consultant to work with you. Your consultant will schedule several prelicensing visits with you to talk about the specific licensing requirements for your center and to assist you in completing the application forms.
4. Once it is determined that all applicable requirements have been met, the license will be issued.

State Licensing Contact: NC Division of Child Development  
 2201 Mail Service Center  
 Raleigh, NC 27699-2011  
 Telephone: 800-859-0829 or 662-4499  
[http://ncchildcare.dhhs.state.nc.us/providers/pv\\_sn2\\_rcc.asp#Top](http://ncchildcare.dhhs.state.nc.us/providers/pv_sn2_rcc.asp#Top)

### Orange County

The Rules Governing the Sanitation of Child Day Care Facilities requires that plans drawn to scale be submitted to the Orange County Health Department, Environmental Health Division and approved prior to construction or renovation of the facility. For new or proposed childcare centers licensed for fewer than 13 children and located in a residence, a site visit to evaluate and assist in meeting the requirements of this Section may be requested by the childcare operator.

Contact Information: Orange County Health Department – Environmental Health Division  
 131 West Margaret Lane - Suite 100  
 Hillsborough, NC 27278  
 Telephone: (919) 245-2360  
[http://www.orangecountync.gov/departments/health/child\\_care\\_centers.php](http://www.orangecountync.gov/departments/health/child_care_centers.php)

Zoning Information: The Orange County Zoning Ordinance defines a Large Day Care Home as a day care facility located on a public state maintained road, which provides day care for more than five (5) but fewer than sixteen (16) children, within a residence.

Child Care Services Association (CCSA) offers a variety of professional development opportunities for child care providers and encourages providers to enroll in early childhood courses at local community colleges or universities. They also help families in Durham, Orange and Wake counties find child care by providing information about quality indicators, state regulations, and how to choose care, and by matching families with child care programs that meet their needs. CCSA helps families pay for child care with child care scholarships and information about other forms of financial assistance.

Contact Information: Child Care Services Association  
 1829 East Franklin Street, Building 1000  
 P.O. Box 901  
 Chapel Hill, North Carolina 27514  
 Telephone: (919) 967-3272  
[www.childcareservices.org/index.html](http://www.childcareservices.org/index.html)

## Self-Help Credit Union

Those interested in operating a child care facility may also wish to contact *Self-Help Credit Union*, located in Durham. Self-Help provides financing for a wide range of purposes including:

- Purchase or construction of facilities
- Renovations to existing buildings, whether leased or owned
- Working capital
- Bridge loans
- Equipment purchases
- Start-up expenses

Contact Information: Self-Help  
301 West Main Street  
Durham, NC 27701  
Telephone: (919) 956-4400 or 1-800-476-7428  
[www.self-help.org](http://www.self-help.org)  
[Child Care Loan Application](#)

## Consumer Affairs

### Better Business Bureau

BBB's mission is to be the leader in advancing marketplace trust (serving a 33-county area in eastern North Carolina).

Contact information: BBB of Eastern North Carolina  
5540 Munford Rd., Ste. 130  
Raleigh, NC 27612-2655  
Telephone: (919) 277-4222  
Email: [business@raleigh.bbb.org](mailto:business@raleigh.bbb.org)  
<http://easternnc.bbb.org>

### NC Department of Justice (Attorney General)

The North Carolina Department of Justice (Attorney General Roy Cooper) provides protection to consumers against fraudulent, deceptive and illegal practices in the marketplace.

If you think you've been the victim of a scam, or if you want to learn to be a smarter consumer, call Attorney General Roy Cooper's consumer hotline toll free within North Carolina at 1-877-5-NO-SCAM or (919) 716-6000.

Contact Information: Consumer Protection  
Attorney General's Office  
Mail Service Center 9001  
Raleigh, NC 27699-9001  
<http://www.ncdoj.gov/Consumer.aspx>

## Copyrights - *See Patents, Trademarks, & Copyrights*

## Day Care — *See Child Care*

## Durham Technical Community College Small Business Center

The Small Business Center of Durham Technical Community College offers a variety of classes and seminars - some of which are held in Orange County - aimed at improving business skills for smaller firms and potential start-ups. The Small Business Center also provides individual counseling on management issues.

Contact Information:      SOUTHBank Building (3<sup>rd</sup> Floor)  
400 W. Main Street  
Durham, NC 27701  
Telephone: (919) 536-7241  
[www.durhamtech.edu/sbc](http://www.durhamtech.edu/sbc)

## Economic and Business Development

### Orange County Economic Development

Orange County Economic Development provides small business owners with a wealth of free information and assistance on topics including:

- ◆ Demographics and statistics for the County and region
- ◆ Available office, retail, warehouse, and industrial space
- ◆ Available land for non-residential construction
- ◆ Understanding local government regulations and procedures in Carrboro, Chapel Hill, Hillsborough, Mebane, and rural portions of Orange County
- ◆ Contacts for small business counseling and financing
- ◆ And many other business issues

Contact Information:      Steve Brantley, Director  
131 W. Margaret Lane – Ste 207  
P.O. Box 1177  
Hillsborough, NC 27278  
Telephone: (919) 245-2326  
E-mail: [sbrantley@orangecountync.gov](mailto:sbrantley@orangecountync.gov)  
<http://growinorangenc.com/>

### Carrboro Economic and Community Development

Carrboro's Economic Development and Community Department works to promote and enhance the economic well-being of Carrboro, promote and facilitate the development of safe and decent housing for Carrboro residents by encouraging the creation and retention of quality jobs for Carrboro residents and to advocate economic balance, which promotes geographically focused actions where needed and which address areas of economic need and opportunity.

Contact Information:      Annette Stone, Director  
Town of Carrboro  
301 W. Main St.  
Carrboro, NC 27510  
Telephone: (919) 918-7319  
E-mail: [astone@townofcarrboro.org](mailto:astone@townofcarrboro.org)

[www.ci.carrboro.nc.us/ecd/default.htm](http://www.ci.carrboro.nc.us/ecd/default.htm)

### Chapel Hill Economic Development

The Town of Chapel Hill's goal is to build a sustainable economy within the context of the Town's adopted Comprehensive Plan which places importance on the built and natural environment, community character, transit orientation, social equity and quality of life.

Contact Information: Dwight Bassett  
Economic Development Officer  
Town of Chapel Hill  
405 MLK, Jr. Blvd  
Chapel Hill, NC 27514  
Telephone: (919) 969-5010  
Email: [dbassett@townofchapelhill.org](mailto:dbassett@townofchapelhill.org)  
<http://www.townofchapelhill.org/town-hall/departments-services/economic-development>

### Chapel Hill Downtown Partnership

The Downtown Partnership is a nonprofit organization that offers a wide-array of services to downtown business and property owners.

Contact Information: Meg McGurk  
Executive Director  
Chapel Hill Downtown Partnership  
308 W. Rosemary Street, Ste 202  
Chapel Hill, NC 27516  
Telephone: (919) 967-9440  
Email: [meg@downtownchapelhill.com](mailto:meg@downtownchapelhill.com)  
[www.downtownchapelhill.com](http://www.downtownchapelhill.com)

### SCORE

SCORE "Counselors to America's Small Business" is a nonprofit association dedicated to educating entrepreneurs and helping small business start, grow and succeed nationwide. SCORE is a resource partner with the U.S. Small Business Administration (SBA).

The counselors of SCORE Chapel Hill-Carrboro are experienced business owners and managers who volunteer their experience and knowledge to help small business owners and potential small business owners achieve success. Face-to-face or online, the counselors of SCORE are able and willing to aid in the success of small business. SCORE counselors provide you with in-depth, industry-specific business assistance to help evaluate a business idea or plan stimulate business growth and ensure long-term stability.

Contact Information: SCORE Chapel Hill-Carrboro  
104 S. Estes Drive  
Chapel Hill, NC 27514  
Telephone: (919) 968-6894  
<https://chapelhill.score.org/>  
[www.score.org](http://www.score.org)

### NC Rural Economic Development Center, Inc.

The Rural Economic Development Center develops, promotes, and implements sound economic strategies to improve the quality of life of rural North Carolinians. The center serves the state's 85 rural counties, with a special focus on individuals with low to moderate incomes and communities with limited resources. Programs address areas such as Entrepreneurship and Business Loans. The center also has an Institute for Rural Entrepreneurship.

Contact Information: NC Rural Economic Development Center, Inc.

4021 Cary Drive  
Raleigh, NC 27610  
Telephone: (919) 250-4325  
Email: [info@ncruralcenter.org](mailto:info@ncruralcenter.org)  
[www.ncruralcenter.org](http://www.ncruralcenter.org)

## Education

### Chapel Hill-Carrboro City Schools

The Chapel Hill-Carrboro City Schools (CHCCS) is one of two public school systems in Orange County, NC. The district operates three high schools, four middle schools, ten elementary schools, a school for young people being treated at UNC Hospital and an alternative program for high school students. These schools serve more than 11,000 students and has the state's highest district-wide SAT score.

Contact Information: Chapel Hill-Carrboro City Schools  
Tom Forcella, Superintendent  
750 S. Merritt Mill Road  
Chapel Hill, NC 27516  
Telephone: (919) 967-8211 ext 28226  
Email: [tforcella@chccs.k12.nc.us](mailto:tforcella@chccs.k12.nc.us)  
<http://www.chccs.k12.nc.us/>

### Internships and Cooperative Education

The mission of Career-Technical Education (CTE) is to empower all students to be successful citizens, workers and leaders in a global economy.

Work-based learning opportunities are available to students enrolled in CTE courses. These opportunities are provided as follows: apprenticeships; cooperative education (Co-op); internships; job shadowing; or school-based enterprises. Work-based learning strategies allow schools to go beyond the classroom and into the community to provide a seamless transition to education and career goals.

Career Pathways are a cluster of sequenced courses that provide both focus and direction to a student's learning experience. A pathway connects the student to post-secondary education and/or the world of work.

### Orange County Schools

Orange County Schools makes its home in the county seat of Hillsborough, NC and serves the students and families of northern Orange County in a community that has a rich history spanning two centuries.

The Orange County School district is comprised of thirteen schools: 7 elementary including one year-round school of choice, 3 middle schools, 2 high schools and an alternative school. These schools serve more than 7,100 students.

Contact Information: Orange County Schools  
Dr. Todd Wirt, Superintendent  
200 E. King Street  
Hillsborough, NC 27278  
Telephone: (919) 732-8126  
Email: [todd.wirt@orange.k12.nc.us](mailto:todd.wirt@orange.k12.nc.us)  
<http://www.orangecountyfirst.com/>

### Internships and Cooperative Education

The county school system offers both school-based and work based learning opportunities to students enrolled in Career and Technical Education.

School-based opportunities include competency-based courses in six program areas: Agriculture Education, Business and Information Technology Education, Career Development, Family and Consumer Sciences Education, Health Occupations Education and Trade and Industrial Education.

Work-based learning opportunities include cooperative education, apprenticeships, internships, job shadowing and supervised occupational experiences.

Contact Information: Beth Ball  
Cedar Ridge High School  
1125 New Grady Brown School Road  
Hillsborough, NC 27278  
Telephone: (919) 245-4000, ext. 21601  
Email: [mbeth.ball@orange.k12.nc.us](mailto:mbeth.ball@orange.k12.nc.us)

### UNC - Chapel Hill

Chartered in 1789, UNC was the first public university in the United States and the only one to graduate students in the eighteenth century. Today, UNC is a multi-campus (17 institutions) university with over 222,322 students; 28,916 of those at UNC-Chapel Hill in Orange County.

Contact Information: Office of the Chancellor  
103 South Building  
Campus Box 9100  
Chapel Hill, NC 27599-9100  
Telephone: (919) 962-1365  
[www.unc.edu/](http://www.unc.edu/)

### Durham Technical Community College – Orange County Campus

The Orange County Campus opened in May 2008, on a 20-acre campus centrally located in Orange County. The purpose of the campus is to better serve Orange County residents as they pursue their education, workforce training, and lifelong learning.

Contact Information: 525 College Park Drive  
Hillsborough, NC 27278  
Telephone: (919) 536-7200  
[www.durhamtech.edu/orange/orangecountycampus.htm](http://www.durhamtech.edu/orange/orangecountycampus.htm)



## Employee Recruiting

Business owners must know where and how to find qualified workers. There are many resources for finding employees.

### Employment Security Commission of North Carolina

A primary resource for locating employees is the local office of the **Employment Security Commission of North Carolina (ESC)**. The ESC can manage the entire advertising, application, screening, and interviewing processes for companies, or may be used only as an off-site, central location for receiving applications. The ESC gathers North Carolina Department of Health and Human Services workforce data and provides much additional information on labor-related issues.

Contact Information: Employment Security Commission  
503 West Franklin Street  
Chapel Hill, NC 27516  
Telephone: (919) 968-2031  
Email: [esc.jobs.chapelhill@ncesc.gov](mailto:esc.jobs.chapelhill@ncesc.gov)

Statewide Web Site: [www.ncesc.com](http://www.ncesc.com)

### Center for Employment Training (CET)

CET is a private, 501(c) (3) non-profit organization dedicated to fighting poverty & dependence on public aid by making hands-on job training available to youth and adults of all educational levels & backgrounds, but especially to those most in need and hardest to serve.

Trainees are currently being graduated in the following skill areas: Automotive, Business & Technology, Construction & Facilities Maintenance, Culinary Arts, Customer Service, Education, Industrial Occupations and Transportation.

Contact Information: Center for Employment Training  
807 E. Main St.  
Building 4, Box B-4  
Durham, NC 27701  
Telephone: (919) 686-4050  
[www.cetweb.org/index.php](http://www.cetweb.org/index.php)

### School-To-Work

Each public high school in Orange County has active student internship and apprenticeship programs, for both school-year and summer job placement.

Contact Information: Orange High School: (919) 732-6133  
Chapel Hill High School: (919) 929-2106  
East Chapel Hill High School: (919) 969-2482 x305

### Orange County's Skills Development/JobLink Center

The Orange County Skills Development/JobLink Center is a user-friendly facility which provides a comprehensive range of employment and training services all under one roof. Several agencies work together as a team to make the best use of scarce resources while serving all citizens of Orange County. Our Center is a model for the state of North Carolina.

Contact Information: 503 W. Franklin Street  
Chapel Hill, NC 27514  
Telephone: (919) 969-3032  
[http://www.orangecountync.gov/skills\\_development\\_center/index.php](http://www.orangecountync.gov/skills_development_center/index.php)

## Employer Requirements

### Obtain an Employer Identification Number (EIN)

An Employer Identification Number (EIN) is a nine-digit number that the Internal Revenue Service assigns to employers, sole proprietors, corporations, partnerships, non-profit associations, trusts, estates of decedents, government agencies, certain individuals, and other business entities. This number is used to identify taxpayers that are required to file various business taxes. To obtain an EIN, you can apply on online or contact the IRS directly.

Contact information: Internal Revenue Service  
Telephone: 800-829-4933  
[https://irs-ein-tax-id.com/?gclid=COq1\\_dny7sUCFclRHwodGxUAgg](https://irs-ein-tax-id.com/?gclid=COq1_dny7sUCFclRHwodGxUAgg)

### NC Withholding Income Tax

State income tax must be withheld from employee wages and remitted to the NC Department of Revenue. Every employer must file for a withholding tax number.

You may apply for your [Withholding Tax number online](#) complete the Web-Fill form ([Form NC-BR](#)) or contact:

[North Carolina Department of Revenue](#)  
Withholding Tax Division  
P.O. Box 25000  
Raleigh, NC 27634-0001

### Unemployment Insurance Tax

An employer may be liable for Unemployment Insurance tax. Unemployment Insurance tax is a tax on employer payrolls paid by employers and used to provide funds from which unemployment benefits are paid to qualified unemployed workers.

An employer is required to provide unemployment insurance coverage for its employees if the business:

- has one or more employees for 20 different calendar weeks during a calendar year, *or*
- has a payroll of at least \$1,500 in any calendar quarter

You may also be liable for unemployment insurance tax if you acquire all or part of a business already subject to the Unemployment Insurance Act.

To determine the extent of your obligation, or for further information, please email [esc.tax.customerservice@ncesc.gov](mailto:esc.tax.customerservice@ncesc.gov) or call the North Carolina Employment Security Commission at the number below:

Employment Security Commission  
Telephone: 968-2031  
Email: [esc.jobs.chapelhill@ncesc.gov](mailto:esc.jobs.chapelhill@ncesc.gov)  
[www.ncesc1.com/business/default.asp](http://www.ncesc1.com/business/default.asp)

### Federal Income Tax and Social Security and Medicare Taxes

You generally must withhold federal income tax from your employees' wages. You withhold part of Social Security and Medicare taxes from your employees' wages and you pay a matching amount yourself.

Refer to: Employer's Tax Guide - <http://www.irs.gov/pub/irs-pdf/p15.pdf>

The IRS requires that every employer who pays wages to one or more employees file an application for an Employer Identification Number or EIN ([https://irs-ein-tax-id.com/?gclid=COq1\\_dny7sUCFclRHwodGxUAgg](https://irs-ein-tax-id.com/?gclid=COq1_dny7sUCFclRHwodGxUAgg))

### Federal Unemployment (FUTA) Tax

You report and pay FUTA tax separately from Federal Income tax, and Social Security and Medicare taxes. You pay FUTA tax only from your own funds. **Employees do not pay this tax or have it withheld from their pay.**

Refer to: Employer's Tax Guide - <http://www.irs.gov/pub/irs-pdf/p15.pdf>

### Self-Employment Tax

Self-employment tax is a social security and Medicare tax primarily for individuals who work for themselves. It is similar to the social security and Medicare taxes withheld from the pay of most wage earners.

Refer to: <http://www.irs.gov/businesses/small/article/0,,id=172179,00.html>

### Unemployment Insurance Taxes

The Federal Unemployment Tax Act (FUTA), with state unemployment systems, provides for payments of the unemployment compensation to workers who have lost their jobs. Most employers pay both a federal and a state unemployment tax. Only the employer pays FUTA tax; it is not withheld from the employee's wages.

Refer to: <http://www.irs.gov/businesses/small/article/0,,id=172179,00.html>

## NC Unemployment Insurance Taxes

Unemployment Insurance tax is a tax on employer payrolls paid by employers and used to provide funds from which unemployment benefits are paid to qualified unemployed workers. Unemployment tax is not deducted from employee wages.

Unemployment tax payments made by employers are transferred to the Unemployment Insurance Trust Fund in Washington. Employers receive credit for tax payments which are posted to an experience rating account. These credits are used to determine the rate schedule from which the tax rates for contributory North Carolina employers are assigned on an annual basis. Each year a prorated share of the interest earned on this trust fund is added back to the experience rating account of each North Carolina employer having a credit balance.

Employers subject to North Carolina unemployment tax pay quarterly tax on a percentage of their payroll. Most newly liable employers will use the standard beginning tax rate as shown below. Employers are notified of their official tax rate by letter if determined liable for unemployment insurance tax.

Contact Information: NC Employment Security Commission  
503 W. Franklin Street  
Chapel Hill, NC 27516  
Telephone: (919) 968-2031  
Email: [esc.jobs.chapelhill@ncesc.gov](mailto:esc.jobs.chapelhill@ncesc.gov)  
[www.ncesc1.com/business/default.asp](http://www.ncesc1.com/business/default.asp)

## Employer Eligibility/Employment of Aliens (Form I-9)

All U.S. employers must verify the employment eligibility and identity of all employees hired to work in the United States after November 6, 1986 by completing Employment Eligibility Verification forms (Forms I-9) for all employees, including U.S. citizens. The Handbook for Employers, Instructions for Completing the Form I-9 and I-9 form is available on the USCIS website below.

Contact Information: US Citizenship and Immigration Services  
2675 Prosperity Avenue  
Fairfax, VA 22031  
Telephone: 800-357-2099  
[www.uscis.gov](http://www.uscis.gov)

## New Hire Reporting Program

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 require all employers to report newly hired and re-hired employees within 20 days of their hire or rehire date. To learn how to register: <http://newhire-reporting.com/downloads/ncform.pdf>.

## Workers' Compensation Insurance

Employers are required by statute to carry Workers' Compensation insurance if they employ:

- three or more employees regularly employed in the same business or establishment, or
- one or more employees employed in activities which involve the use or presence of radiation, or
- if providing agriculture or domestic services, 10 or more full-time non-seasonal agricultural workers regularly employed by the employer

Contact Information: N.C. Industrial Commission  
4340 Mail Service Center  
Raleigh, NC 27699-4340  
Telephone: (919) 807-2500  
[www.ic.nc.gov/](http://www.ic.nc.gov/)

## Employment Public Notice Requirements

NC Department of Labor requires all businesses in North Carolina to post a copy of the North Carolina Workplace Laws Poster in a conspicuous place where notices to employees are customarily posted. The poster, printed in two sections, contains information on some of the laws that NCDOL enforces, including occupational safety and health laws, wage and hour laws, and employment discrimination laws.

In addition to the North Carolina Workplace Laws Poster ([English](#) | [Spanish](#)), businesses in North Carolina may be required by other state and federal agencies to post notices to employees about other workplace laws. As a public service, you may download each of these posters individually or in a group on their Web site <http://www.nclabor.com/posters/posters.htm>

For more information on the federal poster requirements, visit the [U.S. Department of Labor's Poster Advisor](#) page.

## Equal Opportunity

The **U.S. Equal Employment Opportunity Commission (EEOC)** is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

Most employers with at least 15 employees are covered by EEOC laws (20 employees in age discrimination cases). Most labor unions and employment agencies are also covered.

The laws apply to all types of work situations, including hiring, firing, promotions, harassment, training, wages, and benefits.

Contact information: Charlotte District Office  
129 West Trade Street  
Suite 400  
Charlotte, NC 28202  
Telephone: 1-800-669-4000  
[www.eeoc.gov/](http://www.eeoc.gov/)

## Child Labor

Work Permits are required for youths under 18 years of age who wish to be employed. Work permits are available online at [www.nclabor.com/wh/youth\\_instructions.htm](http://www.nclabor.com/wh/youth_instructions.htm).

Contact Information: NC Department of Labor  
1101 Mail Service Center  
Raleigh, NC 27699-1101  
Telephone: 807-2796 or 1-800-NC-LABOR  
Orange County Department of Social Services - Hillsborough Office  
113 Mayo Street  
Hillsborough, NC 27278  
Telephone: (919) 245-2800

Orange County Department of Social Services - Chapel Hill office  
2501 Homestead Road  
Chapel Hill, NC 27516  
Telephone: (919) 968-2000

## Minimum Wages

The minimum wage in North Carolina is currently \$7.25 an hour. Employers doing business in North Carolina are required to pay at least minimum wage (\$7.25 per hour) to all employees (agricultural and domestic employees are subject to the federal minimum wage).

Contact Information: NC Department of Labor

Telephone: 1-800-NC-LABOR  
[www.nclabor.com](http://www.nclabor.com)

### Right-to-Work

North Carolina is a “right-to-work” state, which means that the right of a person to work cannot be denied because that person belongs (or does not belong) to a labor union. In addition, an employer cannot require any person, as a condition of employment or continuation of employment, to pay any dues, fees or other charges of any kind to a labor union. Also, an employer cannot enter into an agreement with a labor union whereby (1) non-union members are denied the right to work for the employer, (2) membership is made a condition of employment or continuation of employment, or (3) the labor union acquires an employment monopoly in any enterprise. The North Carolina Department of Labor does not have any enforcement authority of these laws, but if you have any questions, contact the Regional Office of the National Labor Relations Board (“NLRB”).

Contact Information: NLRB—Region 11 Office  
Republic Square  
4035 University Parkway, Suite 200  
Winston-Salem, NC 27106-3325  
Telephone: (336) 631-5201  
[www.nlr.gov/](http://www.nlr.gov/)

### Contract Labor

An individual is an independent contractor if you, the person for whom the services are performed, have the right to control or direct only the result of work and not the means and methods of accomplishing the result.

Generally, you must withhold income taxes, withhold and pay Social Security and Medicare taxes, and pay unemployment tax on wages paid to an employee. You do not generally have to withhold or pay any taxes on payments to independent contractors.

For contractor labor, you must complete IRS Form 1099-MISC, Miscellaneous Income.  
For additional information: <http://www.irs.gov/uac/Form-1099-MISC,-Miscellaneous-Income>

## Employment Training

### Chapel Hill-Carrboro City Schools

See Education (Chapel Hill-Carrboro City Schools – Internships and Cooperative Education).

### Orange County Schools

See Education (Orange County Schools - Internships and Cooperative Education).

### UNC - University Career Services

The Career Services office at UNC works with students or recent graduates find an internship or job and employers searching for talented UNC students and graduates to fill their positions. University Career Services prides itself on its “high-tech, high-touch” model, using state-of-the-art technology to make information available and processes easy for students and employers.

Contact Information: University Career Services  
The Wendy P. and Dean E. Painter Jr. Career Center  
University of North Carolina at Chapel Hill  
CB# 5140, 2nd Floor Hanes Hall

Chapel Hill, NC 27599-5140  
Telephone: (919) 962-6507  
Email: [usc@unc.edu](mailto:usc@unc.edu)  
<http://careers.unc.edu>

### NC Department of Commerce – Division of Employment Security

For today's employers, the ability to list jobs in a timely manner and to identify the best qualified job seekers efficiently is critical. ESC has the tools to match workers with available jobs efficiently and effectively.

Contact Information: 503 West Franklin Street  
Chapel Hill, NC 27516  
Telephone: (919) 968.2031  
Jobs Line: 800-768-5627  
Email: [esc.jobs.chapelhill@ncesc.gov](mailto:esc.jobs.chapelhill@ncesc.gov)

### Orange County Skills Development Center

The Orange County Skills Development/JobLink Center is a user-friendly facility which provides a comprehensive range of employment and training services all under one roof (employees can make informed choices about careers and employers can make informed choices about their workforce needs).

Several agencies work together as a team to make the best use of scarce resources while serving all citizens of Orange County. Our Center is a model for the state of North Carolina.

The Center uses current labor market data to develop quality short-term training opportunities that prepare employees for high demand jobs.

Key classes include:

- Nurse Aide I
- Computer Training
- GED Preparation
- Early Childhood Education
- Job Preparation Workshops
- Medical Office Assistant
- Small Business Development

Contact Information: 503 West Franklin Street  
Chapel Hill, NC 27516  
Telephone: (919) 969-3032  
Email: [sdjoblink@orangecountync.gov](mailto:sdjoblink@orangecountync.gov)  
[http://www.orangecountync.gov/skills\\_development\\_center/index.php](http://www.orangecountync.gov/skills_development_center/index.php)



## Environmental & Recycling Issues

For local environmental health issues and permits (including well and septic system regulations), contact the **Orange County Environmental Health Department**.

Contact Information: Orange County Environmental Health  
PO Box 8181  
Hillsborough, NC 27278  
Telephone: (919) 245-2360  
[http://www.orangecountync.gov/departments/health/environmental\\_health](http://www.orangecountync.gov/departments/health/environmental_health)

At the state level, the lead agency for environmental issues is the **Department of Environment and Natural Resources (DENR)**. First point of contact should be with the Small Business Ombudsman office whose mission is to assist small businesses with air quality and other regulatory requirements, encouraging environmental compliance and stewardship.

Contact Information: NC DENR  
1640 Mail Service Center  
2728 Capital Blvd  
Raleigh, NC 27699-1640  
Telephone: (919) 733-0823  
[NCDENR](http://www.ncdenr.gov)

### Commercial and Hazardous Waste Disposal/Permits/Commercial Waste Collection

Orange County has an ordinance that requires the recycling of certain C&D materials: corrugated cardboard, clean wood (that is wood that has not been painted or treated) and scrap metal. The ordinance further states that construction and demolition projects must have a waste management plan in place, waste haulers must be licensed, and that these requirements will be enforced. For additional information:

[http://www.orangecountync.gov/departments/solid\\_waste\\_management/ordinance.php](http://www.orangecountync.gov/departments/solid_waste_management/ordinance.php)

The County or the town in which you are building issues the RM permits with your building permit. You can apply for it at either the Zoning Compliance or Building Permit stage. The permit requires estimates of the types of waste anticipated and intended method to manage them. Your application will be processed within 10 days. You can download the application here: <http://www.orangecountync.gov/RecyclePermit.pdf>

You can pick up a permit application at Planning or Inspections Departments, but some municipalities may require you to submit it directly to the Solid Waste Management Department. You can download the application here:

[http://www.orangecountync.gov/document\\_center/SolidWaste/Solid\\_Waste\\_Management\\_Plan.pdf](http://www.orangecountync.gov/document_center/SolidWaste/Solid_Waste_Management_Plan.pdf)

Waste haulers who operate in Orange County and use vehicles greater than 9000 lbs GVW to haul recyclable materials must be licensed annually by the Solid Waste Management Department. Each vehicle used for this purpose must be licensed. Violations incurred on any registered vehicle subject the company's license to suspension or revocation.

Download the application here:

[http://www.orangecountync.gov/document\\_center/SolidWaste/Haulers\\_License\\_Application.pdf](http://www.orangecountync.gov/document_center/SolidWaste/Haulers_License_Application.pdf)

### Hazardous Waste

Orange County businesses that produce less than 220 pounds per month of hazardous material such as paint, pesticides, automotive fluids, fluorescent lights or other items that contain mercury, or any other material that might be toxic, flammable or otherwise hazardous can bring them to the Hazardous Waste Collection located at the Orange County Landfill on Eubanks Rd. in Chapel Hill for disposal. The hazardous waste collection is open Monday-Friday from 10:00AM-6:00PM and Saturdays from 7:30AM-12 noon.

Orange County businesses with more than 75 pounds of material must set up an appointment prior to delivering materials so that waiting times are minimized. Call (919) 968-2788 or email [recycling@orangecountync.gov](mailto:recycling@orangecountync.gov)

### Local Commercial Recycling

Orange County operates recycling programs for the commercial sector; however these services have limited coverage. Where available, Commercial Recycling services are provided at no direct cost to the participating businesses. If you are interested in receiving commercial recycling services, please call our office at (919) 968-2788 or email us at [recycling@orangecountync.gov](mailto:recycling@orangecountync.gov).

### Commercial Bottle and Can Recycling

The commercial recycling program accepts all beverage containers and other recyclable materials including aluminum cans, steel cans, empty aerosol cans, aluminum foil and trays, glass bottles and jars, all plastic bottles, and all paper except corrugated cardboard. The County provides carts and collection services. Businesses receiving this service are responsible

for proper preparation of recyclable materials and cart and site cleanliness. Collection frequency is generally weekly or more often depending on need. While our commercial recycling program's primary focus is to serve those County businesses with On-Premises ABC permits, if your business is on or adjacent to one of our recycling routes you may also be eligible for service. To join the program a business must demonstrate a willingness to separate materials for recycling, and there must be adequate space for and reasonable truck access to a collection location.

For information regarding the ABC Permit law that requires businesses with some ABC permits to recycle their beverage containers, visit the [NC Division of Pollution Prevention and Environmental Assistance](#) website or the [North Carolina Alcoholic Beverage Control Commission](#) website.

### Commercial Food Waste Collection

Orange County Solid Waste Management operates an Organics Recycling Program that diverts nearly 2,500 Tons of food waste and other compostable organic material from landfill-based disposal each year. Collection and composting service is performed by our contractor (Brooks Contracting). This program accepts source separated organic materials such as kitchen and produce department prep waste, post-consumer plate waste, and other compostable organic materials from local restaurants, grocery stores, and food service establishments for composting. The finished compost is available to purchase locally at the Orange County Landfill and Southern States in Carrboro.

### Corrugated Cardboard

Non-residential corrugated cardboard is banned from the Orange County Landfill, but the County does not provide collection services. Businesses that generate fewer than fifty boxes per week may use one of the five [24-hour drop-off sites](#) located throughout the county. All others must contract privately for cardboard recycling services or deliver separated cardboard to the [landfill](#) for recycling at no charge.

### Recycling Business Assistance Center

The State of North Carolina's **Recycling Business Assistance Center** offers free technical assistance and information regarding the prevention, reduction and recycling of waste from businesses. RBAC's quarterly newsletter ([www.p2pays.org/rbac/newsletters.html](http://www.p2pays.org/rbac/newsletters.html)) discusses topics of interest to recycling businesses; including information on financing opportunities, commodity markets and new technologies.

Whether working with a start-up, existing, or relocating recycling business, RBAC can help businesses grow in a variety of ways. RBAC works one-on-one with recycling companies to assess needs and provide both direct and indirect assistance through our partnering agencies.

Contact Information:      Recycling Business Assistance Center  
N.C. Division of Pollution Prevention and Environmental Assistance  
1639 Mail Service Center  
2728 Capital Boulevard  
Raleigh, NC 27699-1639  
Telephone: (919) 707-8100  
[www.p2pays.org/rbac/index.html](http://www.p2pays.org/rbac/index.html)



### Small Business & Technology Development Center (SBTDC)

The SBTDC helps successful domestic firms to expand overseas by identifying, targeting, and entering foreign markets. SBTDC staff provides market research, assist with market planning, and suggest ways to implement export programs.

The SBTDC has a partnership arrangement with the Export-Import Bank of the United States (Ex-Im Bank). As a City/State partner, SBTDC markets Ex-Im Bank programs to local businesses and commercial banks, and also packages transactions.

Contact Information: SBTDC at UNC-Chapel Hill  
1700 Martin Luther King Jr Blvd, Suite 115  
MAILING ADDRESS: CB# 1823  
Chapel Hill, NC 27514  
Telephone: (919) 962-0389  
Email: [uncch@sbtdc.org](mailto:uncch@sbtdc.org)  
[www.sbtdc.org/services/export.asp](http://www.sbtdc.org/services/export.asp)

### Additional Resources:

NC Department of Commerce – International Trade	<a href="http://www.nccommerce.com/trade/about-us">www.nccommerce.com/trade/about-us</a>
NC Department of Agriculture – International Trade	<a href="http://www.ncagr.gov/markets/international/index.htm">www.ncagr.gov/markets/international/index.htm</a>
NC Ports	<a href="http://www.ncports.com/foreign_trade_zones.htm">www.ncports.com/foreign_trade_zones.htm</a>
U.S. Export Assistance Centers of North Carolina	<a href="http://www.export.gov/northcarolina/">http://www.export.gov/northcarolina/</a>
Bureau of Industry and Security	<a href="http://www.bis.doc.gov">www.bis.doc.gov</a>
US Trade and Development Agency	<a href="http://www.ustda.gov">www.ustda.gov</a>

## Financing

Key to a successful business is the ability to obtain and secure needed financing. There are several sources to consider when looking for financing. It is important to explore all of your options before making a decision. Listed below are several sources:

- Personal savings
- Friends and relatives
- Private angel investors
- Venture capital companies
- Public stock sales
- Commercial banks

### Carrboro Revolving Loan Fund

Since 1986, the Town of Carrboro has operated a loan program, offered to both start-up and existing firms within the town. Funds are to be used for projects in which the majority of jobs created or retained are filled by low and moderate income people. Past loans have ranged between \$5,000 and \$100,000.

Contact Information: Annette Stone  
Economic & Community Development  
Carrboro Town Hall  
301 W. Main Street  
Carrboro, NC 27510  
Telephone: (919) 918-7319  
Email: [astone@townofcarrboro.org](mailto:astone@townofcarrboro.org)  
[www.ci.carrboro.nc.us/ecd/default.htm](http://www.ci.carrboro.nc.us/ecd/default.htm)

### CED - Research Triangle Park

The CED hosts an annual Venture Conference each year and has created business opportunities for entrepreneurs and investors. It is the nation's longest running financing event, and showcases the region's most promising companies to an audience of top tier investors and entrepreneurial leaders. For additional information: <http://www.cednc.org/>

Contact Information: CED Entrepreneurship Center  
The American Underground @ The American Tobacco Campus  
Strickland Building

334 Blackwell Street, Suite B012  
Durham, NC 27701  
Telephone: (919) 549-7500  
[www.cednc.org](http://www.cednc.org)

### Good Work

Good Work, Inc. provides training and technical assistance, loans, and networks of peer support to its small business members.

Contact Information: PO Box 6013  
Raleigh, NC 27628  
Telephone: (919) 817-8507  
[www.goodwork.org](http://www.goodwork.org)

### North Carolina Biotechnology Center

The Biotechnology Center offers funding programs, including loans and grants, to foster collaboration among researchers, educators and businesses. These are designed to leverage larger financial rewards and societal benefits, including jobs, across the state.

Contact Information: North Carolina Biotechnology Center  
15 TW Alexander Drive  
PO Box 13547  
RTP, NC 27709  
Telephone: (919) 541-9366  
[www.ncbiotech.org/resource-library/funding-gateway/available-funding](http://www.ncbiotech.org/resource-library/funding-gateway/available-funding)

### Orange County Small Business Loan Program

The Orange County Small Business Loan Program (OCSBLP) is a revolving loan fund program designed to stimulate the creation of good jobs for Orange County citizens, as well as to stimulate successful business development and expansion. The program will attempt to assist businesses that have limited access to financing through conventional means or other government guaranteed sponsored programs. Businesses receiving funding through this program are strongly encouraged to be good corporate citizens and to employ Orange County citizens.

Additional information and applications are available from the Orange County Economic Development Department (contact information located at the bottom of this document). All applications will be reviewed for eligibility and completeness. Completed applications will be submitted to the Board of Directors for the Orange County Small Business Loan Program Company (who acts as the Loan Committee). Applicants will be informed in writing of the Loan Committee's decision.

### Eligibility

- Applicants must be for-profit business entities whose gross revenues do not exceed \$3 million per year.
- All businesses must be located within Orange County in areas zoned appropriately for their use. Owner's length of residence in Orange County may be considered in assessment.
- Applicants must have an equity contribution of at least 10%.
- Owners with an ownership position of 10% or more of the business will be required to execute a Personal Guaranty Agreement for the full amount of the loan. Additional guarantors may be required.
- Applicants must be willing to contract for management and technical assistance if determined to be necessary by the Loan Committee.

### Eligible Uses of Loan Proceeds

- Working capital or operational funds.
- Purchase of equipment, commercial-use vehicles, or machinery.
- Improvement of owner-occupied commercial property (owner must occupy 50% or more of total space).

- Start-up funding.
- Expansion of business services or products.
- Acquisition of owner-occupied commercial real estate (7-year maturation).
- Tenant up fit and lease-hold improvements.
- A small business loan request that is to be used in conjunction with other financing will be considered on a case-by-case basis.
- Work force expansion

Contact Information: Yvonne Scarlett  
 Orange County Economic Development  
 131 W. Margaret Lane - 2<sup>nd</sup> floor  
 PO Box 1177  
 Hillsborough, NC 27278  
 Email: [yscarlett@orangecountync.gov](mailto:yscarlett@orangecountync.gov)  
 Telephone: (919) 245-2327  
[www.GrowInOrangeNC.com](http://www.GrowInOrangeNC.com)

### Self-Help Credit Union

Self-Help is a highly successful non-profit community bank, and one of the leading SBA 504 program lenders in North Carolina. Loans from Self-Help have ranged from \$1000 to \$1,000,000.

Contact Information: 301 West Main Street  
 Durham, NC 27701  
 Telephone: (919) 956-4400 or 1-800-476-7428  
[www.self-help.org](http://www.self-help.org)

### Small Business & Technology Development Center (SBTDC)

The SBTDC helps small business owners to review traditional (bank), private non-traditional, and government-sponsored funding options. Ask for their excellent publication, Capital Opportunities for Small Businesses - [www.sbtdc.org/publications/cap\\_opps.asp](http://www.sbtdc.org/publications/cap_opps.asp).

Contact Information: SBTDC at UNC-Chapel Hill  
 1700 Martin Luther King Jr Blvd, Suite 115  
 MAILING ADDRESS: CB# 1823  
 Chapel Hill, NC 27514  
 Telephone: (919) 962-0389  
 Email: [uncch@sbtdc.org](mailto:uncch@sbtdc.org)  
[www.sbtdc.org/index.asp](http://www.sbtdc.org/index.asp)

### U.S. Small Business Administration

SBA is committed to helping small businesses. Working closely with a wide range of lending partners across the country, SBA has developed a number of financial programs that address the various needs of small businesses.

Contact Information: North Carolina District Office  
 6302 Fairview Road, Suite 300  
 Charlotte, NC 28210-2227  
 (704) 344-6563 Phone  
<http://www.sba.gov/financialassistance/borrowers/index.html>

### Local Banks

Bank of America	(919) 918-4200	Harrington Bank	(919) 913-1961
Bank of North Carolina	(919) 913-3200	Latino Credit Union	(919) 967-1725

Cardinal State Bank	(919) 732-6443	NewDominion Bank	(919) 869-1276
Community One Bank	(919) 643-1000	PNC Bank	(919) 918-4300
First Citizens Bank	(919) 932-2550	SunTrust Bank	(919) 918-2400
Gateway Bank & Trust	(919) 969-0901	Wells Fargo Bank	(919) 929-6700

## Fire Inspections/Fire Safety

Fire safety and emergency access are important issues for businesses occupying either new or existing structures. Eliminating fire hazards, using fire protection systems, and maintaining emergency exits will help ensure worker safety. Your insurance carrier can offer advice on preventing fire-related emergencies. To have commercial structures inspected for fire safety, contact the local officials in your area, listed below:

Carrboro:	(919) 918-7352
Chapel Hill:	(919) 968-2782
Hillsborough:	(919) 732-1270, ext. 76
Mebane:	(919) 563-5718
Orange County	(919) 245-6100

## Food Service

When opening a new restaurant or renovating an existing restaurant, you must submit an application to the Orange County Health Department for a plan review of that restaurant.

Restaurants, food stands and other places that prepare food for sale to the public must get a permit from the Health Department. These businesses are inspected 1 to 4 times per year, depending on the menu's complexity and the various cooking, cooling and reheating processes.

The goal of each inspection is to identify and correct any conditions that might lead to food borne illnesses.

Businesses that serve only ice cream, pre-packaged products or bakery items do NOT need a Health Department permit but must get a permit from the NC Department of Agriculture.

Contact Information: Orange County Environmental Health Services  
 131 West Margaret Lane - Suite 100  
 Hillsborough, NC 27278  
 Telephone: (919) 245-2360.  
 Durham Residents please dial: (919) 688-7333 x2360 toll free  
[http://www.orangecountync.gov/departments/health/food\\_service\\_establishment\\_fo\\_rms\\_and\\_applications.php](http://www.orangecountync.gov/departments/health/food_service_establishment_fo_rms_and_applications.php)

NC Department of Agriculture  
 1070 Mail Service Center  
 Raleigh, NC 27699-1070  
 Telephone: (919) 733-7366  
[www.ncagr.gov/fooddrug/food/frozen.htm](http://www.ncagr.gov/fooddrug/food/frozen.htm)

## Hillsborough, Town of – *See Local Government Offices*



## Home Occupations (Home-based businesses)

All jurisdictions within the County (including Chapel Hill, Carrboro and Hillsborough) allow Home Occupations, but have differing regulations regarding the type and intensity of uses which are permitted. In all cases, houses in residential zones must continue to be primarily a home, and a place of business only as a secondary or minor use. Orange County Economic Development has compiled a brochure outlining the requirements for home-based businesses in all jurisdictions at <http://growinorangenc.com/home-based-business/>

Issues which are most often regulated by the local government are: amount of space (in square feet) to be used for the business; number of employees; whether or not customers may come to the premises; off-street parking; number of car trips generated by the business; use of outbuildings or outdoor storage; retail sales; and signs.

Business owners should clear any proposed Home Occupation with their local planning and zoning office before beginning. Below is a brief sketch of each jurisdiction's current regulations.

Carrboro - (919) 918-7336

- One non-resident may work at the home
- Up to 25% of the floor area or a total of 500 square feet of the home and accessory buildings may be used for the business
- Sign of up to 4 square feet is allowed

Chapel Hill - (919) 968-2728

<http://www.townofchapelhill.org/home/showdocument?id=7940>

- The equivalent of one full-time non-resident may work at the home (works no more than 40 hours per week)
- Up to 35% of the floor area; not to exceed more than 750 sf of the floor area
- Will not generate traffic volumes or parking needs greater than would be normal in the residential area – no more than 3 vehicles parked at any given time.
- Business signs are not permitted
- No equipment or process that causes noise, vibration, odor, glare or electrical or communication interference detectable
- On-premises sale and delivery of goods which are products or services of home occupation is permitted

Hillsborough - (919) 732-1270, ext. 73 - [www.ci.hillsborough.nc.us/content/zoning-compliance-permit](http://www.ci.hillsborough.nc.us/content/zoning-compliance-permit)

- One non-resident may work at the home
- Up to 25% of the floor area of the home may be used for the business
- Signs are not permitted

Orange County - (919) 245-2575 -

[http://www.orangecountync.gov/departments/planning\\_and\\_inspections/docs/MinorHomeOccupation.pdf](http://www.orangecountync.gov/departments/planning_and_inspections/docs/MinorHomeOccupation.pdf)

- Two non-residents may work at the home
- In some districts, up to 35% of the floor area of the home or 500 square feet may be used for the business; in three districts, up to 1000 square feet in accessory structures may also be used
- Sign of up to 2 square feet is allowed
- Certain uses - including auto repair, auto service and most contracting - are not permitted as Home Occupations



## Incubators

**Midway Business Center** in Chapel Hill-Carrboro opened for tenants in 2000, featuring office or retail space in a supportive environment designed to reduce up-front costs of emerging businesses through provision of shared facilities, equipment, and business development services.

Contact Information: Midway Business Center  
109 N. Graham Street - Suite 200  
Chapel Hill, NC 27516  
Telephone: (919) 967-8779  
<http://www.empowermentinc-nc.org/>

**UNC Business Accelerator for Sustainable Entrepreneurship, or BASE**, the program is designed to help entrepreneurs find support ranging from expertise to capital.

BASE is the first accelerator in North Carolina designed specifically to support businesses that address the triple bottom line: financial profitability, social equity and environmental sustainability. The program connects sustainable ventures to a range of business development resources with the goal of accelerating their growth and impact.

BASE will provide members with free access to:

- Monthly workshops, training, and networking sessions. [More](#)
- A portfolio of pro bono hours from BASE Resource Partners. [More](#)
- Mentorship by sustainable entrepreneurs and business development experts.

Contact Information: Jessica Thomas  
CSE Managing Director  
Telephone: (919) 843-9731  
[jessica\\_thomas@unc.edu](mailto:jessica_thomas@unc.edu)

**First Flight Venture Center (FFVC)** is a technology incubator located in the heart of Research Triangle Park (RTP). The incubator was established in 1991 specifically to serve the initial needs of entrepreneurs and early stage companies in the Research Triangle area. FFVC offers 16,000 square feet of leasable office and laboratory space for up to 40 emerging technology companies.

Contact Information: First Flight Venture Center  
2 Davis Drive  
Research Triangle Park, NC 27709  
Telephone: (919) 990-8558  
<http://ffvcnc.org>

Several locations within the county offer spaces with many of the same advantages as incubators: some feature flexible areas with relatively low lease rates and room to grow; some have small executive suites suitable for a one or two-person business; others provide a high-technology environment for start-up firms working in computer technology or telecommunications. To find the right space for your needs, please contact **Orange County Economic Development** at (919) 245-2327.

## Inspections

Environmental Health is a division within the Orange County Health Department and is responsible for protection of public health through the following services:

### Restaurants

Restaurants, food stands and other places that prepare food for sale to the public must get a permit from the Health Department. These businesses are inspected 1 to 4 times per year, depending on the menu's complexity and the various cooking, cooling and reheating processes. The goal of each inspection is to identify and correct any conditions that might lead to foodborne illnesses. For additional information:

[http://www.orangecountync.gov/departments/health/food\\_service\\_establishments.php](http://www.orangecountync.gov/departments/health/food_service_establishments.php)

### Child Care Centers

Child care centers are businesses that provide supervision and care at least 4 hours per day for children from birth through school age. The Health Department inspects child care centers at least once every 6 months. For additional information: [http://www.orangecountync.gov/departments/health/child\\_care\\_centers.php](http://www.orangecountync.gov/departments/health/child_care_centers.php)



## Insurance

Small businesses will usually want to consider several types of insurance coverage: health, liability, property/fire, auto, and workers compensation. Counseling with a professional insurance agent is recommended for all business owners.

Contact Information: North Carolina Department of Insurance - Commissioner's Office  
430 North Salisbury Street P.O. Box 26387  
Raleigh, NC 27603 Raleigh, NC 27611  
Telephone: 800-546-5664  
[www.ncdoi.com](http://www.ncdoi.com)

North Carolina Industrial Commission – Workers Compensation Issues  
Telephone: (919) 807-2501  
[www.ic.nc.gov/](http://www.ic.nc.gov/)

### New Benefits for Small Employers who provide employee health insurance

The Small Business Health Care Tax Credit helps small businesses and small tax-exempt organizations afford the cost of covering their employees. The credit is designed to encourage small employers to offer health insurance coverage for the first time or maintain coverage they already have.

<http://www.irs.gov/newsroom/article/0,,id=223666,00.html>



## International Business Development Resources

### NC Department of Commerce

The North Carolina Department of Commerce provides specialists who can help you take advantage of the many opportunities available in our expanding global economy. In October 2014, the N.C. Department of Commerce entered a contract with a new public-private organization, the [Economic Development Partnership of North Carolina](#) (EDPNC) to take the lead in export assistance and marketing activities.

Contact Information: John C. Loyack  
Vice President, Global Business Services  
Economic Development Partnership of North Carolina  
15000 Weston Parkway  
Cary, North Carolina 27513  
Telephone: (919) 447-7739  
Email: [john.loyack@edpnc.com](mailto:john.loyack@edpnc.com)

### International Trade Administration (ITA)

The International Trade Administration (ITA) strengthens the competitiveness of U.S. industry, promotes trade and investment, and ensures fair trade through the rigorous enforcement of our trade laws and agreements. ITA works to improve the global business environment and helps U.S. organizations compete at home and abroad.

Contact Information: International Trade Administration  
U.S. Department of Commerce  
1401 Constitution Ave NW  
Washington, DC 20230  
Telephone: 1-800-USA-TRAD(E)  
<http://trade.gov>

Additional Resources: Bureau of Industry and Security [www.bis.doc.gov](http://www.bis.doc.gov)  
US Trade and Development Agency [www.ustda.gov](http://www.ustda.gov)

## Legal Referrals

### Orange County Bar Association

The OCBA is a voluntary association of attorneys dedicated to serving the people of Orange County, North Carolina.

Contact Information: NC Orange County Bar Association  
605 W. Main St., Suite 104  
Carrboro, NC 27510  
Telephone: (919) 493-6351  
Email: [Info@NCOrangeCountyBar.org](mailto:Info@NCOrangeCountyBar.org)  
[www.ncorangecountybar.org](http://www.ncorangecountybar.org)

### N.C. Bar Association

The North Carolina Bar Association is a voluntary organization of lawyers, paralegals and law students dedicated to serving the public and the legal profession.

Contact Information: 8000 Weston Parkway  
Cary, NC 27513  
Telephone: (919) 677-0561 or 1-800-662-7407  
Email: [ncba@ncbar.org](mailto:ncba@ncbar.org)  
[www.ncbar.org](http://www.ncbar.org)

## Libraries

Local libraries can be an important source of information, as well as providing access to the Internet. UNC-Chapel Hill's Davis Library offers a world-class resource.

Chapel Hill Public Library 100 Library Drive (at Estes Dr.)	(919) 968-2780	<a href="http://chapelhillpubliclibrary.org/">http://chapelhillpubliclibrary.org/</a>
Carrboro Branch Library 900 Old Fayetteville Rd.	(919) 969-3006	<a href="http://www.co.orange.nc.us/library/locations.asp">www.co.orange.nc.us/library/locations.asp</a>
Carrboro Cybrary 100 N. Greensboro Street	(919) 918-7387	<a href="http://www.co.orange.nc.us/library/locations.asp">www.co.orange.nc.us/library/locations.asp</a>
Orange County Public Library 137 W. Margaret Lane	(919) 245-2525	<a href="http://www.co.orange.nc.us/library/index.asp">www.co.orange.nc.us/library/index.asp</a>

Hillsborough, NC

Davis Library  
208 Raleigh Street  
UNC-Chapel Hill

(919) 962-1301

<http://library.unc.edu/davis/>  
[www.lib.unc.edu/](http://www.lib.unc.edu/)

## Licenses

The State of North Carolina does not issue a single business license. However, your business may be subject to local and/or federal requirements (in each town or county you do business).

If you are planning to establish a business in North Carolina, you are encouraged to call BLNC (Business Link North Carolina) at (800) 228-8443 and speak to a Business Counselor first. Speaking with a counselor is the best way to determine compliance with all state license and permitting requirements.

Local license and zoning information: check with city, town and county governments where you intend to do business.

List of cities and towns: <http://www.ncml.org/about/membership/Pages/default.aspx>

List of counties: <http://www.sog.unc.edu/node/724>

### Alcoholic Beverage License

Retail outlets (convenience stores, drugstores, grocery stores, hotels and restaurants) selling alcoholic beverages must be licensed by the North Carolina Alcohol Beverage Control Board and Orange County.

Contact information: NC Alcohol Beverage Control Board (ABC)  
4307 Mail Service Center  
Raleigh, NC 27699-4307  
Telephone: (919) 779-0700  
Email: [contactus@abc.nc.gov](mailto:contactus@abc.nc.gov)  
[www.ncabc.com](http://www.ncabc.com)

If you intend to sell beer and/or wine in Orange County you must purchase a County business license to open your business, and you must renew this license annually to maintain your business. This includes both on and off premises drinking licensing.

Orange County requires a copy of your North Carolina State ABC License in order to issue your County license. If the North Carolina Alcohol Law Enforcement requires that you have an ABC license, then Orange County requires that you have a county privilege license (quickie marts, restaurants, bar and grill, etc).

Contact Information: Orange County Tax Administration  
Gateway Center  
228 S. Churton Street – Ste 200  
Hillsborough, NC 27278  
Telephone: (919) 245-2725  
<http://www.orangecountync.gov/departments/tax/index.php>

If your business is located in the city limits of Hillsborough, Chapel Hill or Carrboro then you must also contact the appropriate town hall for their town license requirements. You may be required to purchase a town license in addition to the County license. Town license requirements may be different from the County requirements.

Contact Information: Town of Carrboro (919) 942-8541  
Town of Chapel Hill (919) 968-2759  
Town of Hillsborough (919) 732-2104

## Federal Regulatory Agencies

The federal government issues licenses for certain government regulated industries.

Alcohol, tobacco and firearms production or sales	Bureau of Alcohol, Tobacco, Firearms and Explosives 99 New York Avenue, NE, Room 5S 144 Washington, DC 20226 Telephone: (202) 648-8500 <a href="http://www.atf.gov">www.atf.gov</a>
Broadcasting communications equipment	Federal Communications Commission 445 12 <sup>th</sup> Street, SW Washington, DC 20554 Telephone: 888-225-5322 <a href="http://www.fcc.gov">www.fcc.gov</a>
Food, pharmaceutical, medical device and cosmetics production	US Food and Drug Administration 10903 New Hampshire Avenue Silver Spring, MD 20993-0002 Telephone: 888-463-6332 <a href="http://www.fda.gov">www.fda.gov</a>
Securities sales	US Securities and Exchange Commission 100 F Street, NE Washington, DC 20549 Telephone: (202) 942-8088 <a href="http://www.sec.gov">www.sec.gov</a>

## Industry-Specific State Licenses

A number of occupations and businesses in NC require licensing through state agencies.

Acupuncture Licensing Board	(919) 832-3008	<a href="http://www.ncalb.com/">http://www.ncalb.com/</a>
Appraisal Board	(919) 870-4854	<a href="http://www.ncappraisalboard.org/">http://www.ncappraisalboard.org/</a>
Board of Architecture	(919) 733-9544	<a href="http://www.ncbarch.org">www.ncbarch.org</a>
Board of Athletic Trainer Examiners	(919) 821-4980	<a href="http://www.ncbate.org">www.ncbate.org</a>
Auctioneer Licensing Board	(919) 567-2844	<a href="http://www.ncalb.org">www.ncalb.org</a>
Barber Examiner	(919) 981-5210	<a href="http://www.ncbarbers.com">www.ncbarbers.com</a>
Certified Public Accountants	(919) 733-4222	<a href="http://www.nccpaboard.gov">www.nccpaboard.gov</a>
Chiropractic	(704)793-1342	<a href="http://www.ncchiroboard.com">www.ncchiroboard.com</a>
Cosmetic Art	(919) 733-4117	<a href="http://www.nccosmeticarts.com">www.nccosmeticarts.com</a>
Dental Examiners	(919) 678-8223	<a href="http://www.ncdentalboard.org">www.ncdentalboard.org</a>
Dietetics/Nutrition	(919) 861-5580	<a href="http://www.ncbdn.org">www.ncbdn.org</a>
Electrical Contractors Examiners	(919) 733-9042	<a href="http://www.ncbeec.org">www.ncbeec.org</a>
Electrolysis Examiners	(336) 856-1010	<a href="http://ncbee.com">http://ncbee.com</a>
Engineers and Surveyors	(919) 791-2000	<a href="http://www.ncbels.org">www.ncbels.org</a>
Board of Registration for Foresters	(919) 847-5441	<a href="http://www.ncbrf.org">www.ncbrf.org</a>
Board of Funeral Service	(919) 733-8380	<a href="http://www.ncbfs.org">www.ncbfs.org</a>
General Contractors	(919) 571-4183(226)	<a href="http://www.ncbfgc.org">www.ncbfgc.org</a>
Board for Licensing of Geologists	(919) 850-9669	<a href="http://www.ncblg.org">www.ncblg.org</a>
Hearing Aid Dealers & Fitters Board	(919) 834-3661	<a href="http://www.nchalb.org">www.nchalb.org</a>
Home Inspector Licensure Board	(919) 662-4480	<a href="http://www.nchilb.com">www.nchilb.com</a>
Interpreter and Translators Licensing Board	(919) 779-5709	<a href="http://www.ncitlb.org">www.ncitlb.org</a>
Irrigation Contractors Licensing Board	(919) 872-2229	<a href="http://www.ncicl.org">www.ncicl.org</a>
Board of Landscape Architects	(919) 850-9088	<a href="http://www.ncbola.org">www.ncbola.org</a>
Board of Law Examiners	(919) 828-4886	<a href="http://www.ncble.org">www.ncble.org</a>
Locksmith Licensing Board	(919) 838-8782	<a href="http://www.nclocksmithboard.org">www.nclocksmithboard.org</a>
Marriage and Family Therapy Licensure Board	(919) 772-6600	<a href="http://www.ncmft.org">www.ncmft.org</a>

Massage and Bodywork Therapy Board	(919) 546-0050	<a href="http://www.bmbt.org">www.bmbt.org</a>
NC Medical Board	(919) 326-1100	<a href="http://www.ncmedboard.org">www.ncmedboard.org</a>
<ul style="list-style-type: none"> <li>• Anesthesiologist Assistant</li> <li>• Clinical Pharmacist Practitioner</li> <li>• Medical and Osteopathic Doctors</li> <li>• Nurse Practitioner</li> <li>• Perfusion</li> <li>• Physician Assistant</li> <li>• Professional Medical Corporations</li> </ul>		
Midwifery Joint Committee	(919) 782-3211(252)	<a href="http://www.ncbon.com">www.ncbon.com</a>
NC Board of Nursing	(919) 782-3211(268)	<a href="http://www.ncbon.com">www.ncbon.com</a>
<ul style="list-style-type: none"> <li>• Nurses Aid</li> <li>• Registered Nurse</li> <li>• Practical Nurse</li> </ul>		
Board of Examiners for Nursing Home Administrators	(919) 571-4164	<a href="http://www.ncbenha.org">www.ncbenha.org</a>
Board of Occupational Therapy	(919) 832-1380	<a href="http://www.ncbot.org">www.ncbot.org</a>
Board of Opticians	(919) 733-9321	<a href="http://www.ncopticiansboard.org">www.ncopticiansboard.org</a>
NC Board of Examiners in Optometry	(910) 286-3160	<a href="http://www.ncoptometry.org">www.ncoptometry.org</a>
Board of Examiners of Fee-Based Practicing Pastoral Counselors	(336) 794-3470	<a href="http://www.ncpastoralcounseling.org">www.ncpastoralcounseling.org</a>
Board of Pharmacy	(919) 246-1050	<a href="http://www.ncbop.org">www.ncbop.org</a>
Board of Physical Therapy Examiners	(919) 490-6393	<a href="http://www.ncptboard.org">www.ncptboard.org</a>
Plumbing, Heating & Fire Sprinkler Contractors	(919) 875-3612	<a href="http://www.nclicensing.org">www.nclicensing.org</a>
Board of Podiatry Examiners	(919) 787-5583	<a href="http://www.ncbpe.org">www.ncbpe.org</a>
NC Board of Licensed Professional Counselors	(919) 661-0821	<a href="http://www.ncblpc.org">www.ncblpc.org</a>
NC Psychology Board	(828) 262-2258	<a href="http://www.ncpsychologyboard.org">www.ncpsychologyboard.org</a>
NC Public Librarian Certification Commission	(919) 807-7400	<a href="http://statelibrary.ncdcr.gov">http://statelibrary.ncdcr.gov</a>
NC Real Estate Commission	(919) 875-3700	<a href="http://www.ncrec.gov">www.ncrec.gov</a>
Recreational Therapy Licensure	(336) 212-1133	<a href="http://www.ncbrtl.org">www.ncbrtl.org</a>
NC Board of Refrigeration Examiners	(919) 779-4711	<a href="http://www.refrigerationboard.org">www.refrigerationboard.org</a>
Respiratory Care Board	(919) 878-5595	<a href="http://www.ncrcb.org">www.ncrcb.org</a>
Environmental Health Specialists Examiners	(910) 608-0196	<a href="http://www.rsboard.com">www.rsboard.com</a>
NC Social Work Certification & Licensure Board	(336) 625-1679	<a href="http://www.ncswboard.org">www.ncswboard.org</a>
Board of Licensing of Soil Scientists	(919) 851-8963	<a href="http://www.ncblss.org">www.ncblss.org</a>
Speech & Language Pathologists & Audiologists	(336) 272-1828	<a href="http://www.ncboeslpa.org">www.ncboeslpa.org</a>
NC Substance Abuse Professional Practice Board	(919) 832-0975	<a href="http://www.ncsappb.org">www.ncsappb.org</a>
NC Veterinary Medical Board	(919) 854-5601	<a href="http://www.ncvmb.org">www.ncvmb.org</a>

### Massage Practitioner License

Massage Practitioner businesses must be North Carolina State certified and be approved through the County's screening process before a County license will be issued. Contact the [Orange County Clerk](#) to the Board of County Commissioners to request an application. Once application has been approved in County's screening process, you may purchase a license from [Revenue & Collections](#). You are required to renew the license annually.

### Privilege License

All businesses must obtain a local privilege license before beginning operations. Any needed zoning or building permits must be approved before your privilege license will be issued. For additional information, contact the appropriate government office.

Town of Carrboro  
 Finance Office  
 301 W. Main Street  
 Carrboro, NC 27510  
 Telephone: (919) 918-7304  
[ci.carrboro.nc.us/268/Privilege-Licensing](http://ci.carrboro.nc.us/268/Privilege-Licensing)

Town of Chapel Hill  
 Tax Office/Business License  
 306 N. Columbia Street  
 Chapel Hill, NC 27514  
 Telephone: (919) 968-2759  
[www.townofchapelhill.org/home](http://www.townofchapelhill.org/home)

Town of Hillsborough

City of Mebane

Finance Office  
137 N. Churton Street  
Hillsborough, NC 27278  
Telephone: (919) 732-2104  
[www.ci.hillsborough.nc.us/content/finance](http://www.ci.hillsborough.nc.us/content/finance)

Tax Department  
106 E. Washington Streets  
Mebane, NC 27302  
Telephone: (919) 563-5901  
[cityofmebane.com/PDFs/business\\_app\\_2010.pdf](http://cityofmebane.com/PDFs/business_app_2010.pdf)

Orange County Tax Collector  
Gateway Center  
228 South Churton Street, Suite 200  
Hillsborough, NC 27278  
Telephone: (919) 245-2100  
[http://www.orangecountync.gov/departments/tax/business\\_listing.php](http://www.orangecountync.gov/departments/tax/business_listing.php)

## Links

Listed below are several on-line small business resources:

<a href="http://www.sbaonline.sba.gov/">www.sbaonline.sba.gov/</a>	The U.S. Small Business Administration's home page, offering on-line information for starting and financing your business. Also offers hundreds of linkages to a wide array of related sites.
<a href="http://www.business.gov/">www.business.gov/</a>	The U.S. Business Advisor. One-stop access to federal government information and services - search for resources, regulations, or agencies by topic.
<a href="http://www.census.gov/">www.census.gov/</a>	Official United States census statistics, plus linkages to most federal data sources.
<a href="http://fedstats.sites.usa.gov/">http://fedstats.sites.usa.gov/</a>	Statistics from over 100 U.S. government agencies.
<a href="http://www.morebusiness.com/">www.morebusiness.com/</a>	The Business Resource Center: Guides you through the major issues involved with starting your own small business, with information on marketing, financing, and management.
<a href="http://www.sec.gov/edgar.shtml">www.sec.gov/edgar.shtml</a>	Securities Exchange Commission database of corporate information.
<a href="http://www.thomasregister.com">www.thomasregister.com</a>	Information on U.S. and Canadian manufacturing firms.
<a href="http://www.europages.com/">www.europages.com/</a>	Business directory of over 150,000 European firms.
<a href="http://www.pop.psu.edu/">www.pop.psu.edu/</a>	Penn State Population Research Institute: Provides links with worldwide sources for population and other demographic data.
<a href="http://www.usps.com/ncsc/">www.usps.com/ncsc/</a>	U.S. Post Office Zip Code locator.
<a href="http://www.demog.state.nc.us">www.demog.state.nc.us</a>	North Carolina population and demographics information from the Office of State Planning.
<a href="http://www.sog.unc.edu">www.sog.unc.edu</a>	North Carolina Institute of Government web site, with information on state and local government. Links to other N.C. information providers.
<a href="http://ncpedia.org">http://ncpedia.org</a>	The North Carolina Encyclopedia – information on the state, its people, education, counties and government.
<a href="http://www.tjcog.org/">http://www.tjcog.org/</a>	The Triangle J Council of Governments home page, serving the greater Research Triangle area. Regional statistics; information on each city and county within the area; maps; environmental data; and links to many other web sites around the Triangle.
<a href="http://www.rtp.org">www.rtp.org</a>	Home page for the Research Triangle Park: Directory of firms in the Park; RTP Fact Book; news updates, and more.

## Local Government Offices

Town of Carrboro  
301 W. Main Street (3<sup>rd</sup> floor)  
Carrboro, NC 27510  
Telephone: (919) 918-7324  
[www.ci.carrboro.nc.us](http://www.ci.carrboro.nc.us)

Town of Chapel Hill  
405 Martin Luther King Jr Blvd  
Chapel Hill, NC 27514  
Telephone: (919) 968-2728  
[www.ci.chapel-hill.nc.us](http://www.ci.chapel-hill.nc.us)

Town of Hillsborough  
101 E. Orange Street  
Hillsborough, NC 27278  
Telephone: (919) 732-1270 Ext 73  
[www.ci.hillsborough.nc.us](http://www.ci.hillsborough.nc.us)

Town of Mebane  
106 E. Washington Street  
Mebane, NC 27302  
Telephone: (919) 563-5901  
[www.cityofmebane.com/](http://www.cityofmebane.com/)

## Mebane, City of – *See Local Government Offices*

## Minority Business Assistance

### North Carolina Institute of Minority Economic Development

The North Carolina Institute of Minority Economic Development is a statewide nonprofit organization representing the interest of underdeveloped and underutilized sectors of the state's economic base. The Institute's working philosophy is that—information and business development are critical to wealth creation and to building the asset base among low-wealth sectors of the population.

The Institute's business development team works to assist historically underutilized businesses in accessing affordable capital, expanded market opportunities, and stable internal management and control systems. Through direct one-on-one technical assistance and small group education and training, businesses are positioned for growth and expansion.

Programs offered include:

#### **NC Statewide Minority Business Enterprise Center™**

A partnership program between the Institute and the U. S. Minority Business Development Agency (MBDA). The NC Minority Business Enterprise Center is dedicated to providing technical and financial assistance to existing and emerging minority business across the state.

#### **Women's Business Center of North Carolina**

The Women's Business Center of North Carolina (WBC) is a partnership program between the Institute and the U. S. Small Business Administration (SBA). The center's mission is to promote economic self-sufficiency for all women of North Carolina through entrepreneurship. The Women's Business Center is specifically designed to provide tools and opportunities to help women entrepreneurs achieve their goals.

#### **Minority Executive Education Institute**

The Minority Executive Education Institute (MEEI) equips minority entrepreneurs with business strategies and tools to overcome their unique business challenges. MEEI works with local universities to provide relevant information that builds the capacity of minority and women owned businesses.

Contact Information: 114 W. Parrish Street  
Durham, NC 27701  
Telephone: 956-8889

Fax: (919) 688-7668  
Email: [info@ncimed.com](mailto:info@ncimed.com)  
[www.ncimed.com](http://www.ncimed.com)

### NC Indian Economic Development Initiative

NCIEDI's Mission is to foster, enhance and promote economic development in North Carolina's urban and tribal Indian communities. NCIEDI staff provides assistance with business plan development, feasibility studies, market analysis and break even calculation, equity requirements for loans, and credit analysis and repair.

Contact Information: NC Indian Economic Development Initiative  
5800 Faringdon Place  
Raleigh, NC 27609  
Telephone: (919) 232-9414  
Fax: 919-232-9416  
Email: [info@ncindian.com](mailto:info@ncindian.com)  
[www.ncindian.com](http://www.ncindian.com)

### SME Toolkit

IBM offers the Small Business Toolkit, a **free**, online resource providing expert advice for starting, growing or maintaining a small business. The Small Business Toolkit was launched by IBM and the International Finance Corporation of the World Bank and especially designed for Asian, Black, Hispanic, Native American and Women-owned businesses. It also contains thousands of how-to articles, free Web software, press release distribution offerings and directory listing, financial calculators, business readiness quizzes, HR and more.

To access the SME Toolkit: <http://us.smetoolkit.org>

### MBDA – Minority Business Development Agency

The Minority Business Development Agency (MBDA) at the U.S. Department of Commerce is the only federal agency dedicated to advancing the establishment and growth of minority-owned firms in the United States. Through a network of minority business centers and strategic partners, MBDA works with minority entrepreneurs who wish to grow their businesses in size, scale and capacity. These firms are then better positioned to create jobs, impact local economies and expand into national and global markets. MBDA has spent more than four decades increasing the competitiveness of minority firms.

Contact Information:	Minority Business Development Agency 1401 Constitution Avenue, N.W. Washington, DC 20230 Telephone: 888-324-1551 <a href="http://www.mbda.gov">www.mbda.gov</a>	<b><u>Regional Office</u></b> Atlanta National Enterprise Center 401 W. Peachtree Street, NW Suite 1715 Atlanta, GA 30308 Telephone: 404-730-3300
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### Minority Business Consulting Program - Fuqua School of Business, Duke University

The Minority Business Consulting Program (MBCP) utilizes Fuqua MBA students and faculty, offering confidential business assistance to qualified local ethnic minority-owned companies for an administrative fee of \$100. This program is specifically designed for small companies in the Triangle Area, which do not have the resources to pay for these services. This program is supported by Duke's Fuqua School of Business and the North Carolina Institute for Minority Economic Development and funded by corporate grants and the U.S. Small Business Administration.

Contact Information: William A. Sax  
Faculty Director  
Email: [William.sax@duke.edu](mailto:William.sax@duke.edu)  
Beverly James, Assistant to Bill Sax  
Email: [texas@duke.edu](mailto:texas@duke.edu)

The Fuqua School of Business  
Box 90120  
Durham, NC 27708-0120  
Telephone: (919) 660-7789  
[www.fuqua.duke.edu/programs/studentconsulting/smallminoritybusiness/](http://www.fuqua.duke.edu/programs/studentconsulting/smallminoritybusiness/)

### Office for Historically Underutilized Businesses

HUB was created in 1999 to promote economic opportunities for historically underutilized businesses in state government contracting and procurement. HUB staff is available to assist firms with becoming certified as historically underutilized businesses and provide outreach, training and networking opportunities for new and established HUB firms.

Contact Information: Office for Historically Underutilized Businesses  
1336 Mail Service Center  
Raleigh, North Carolina 27699-1336  
Telephone: (919) 807-2330  
[www.doa.state.nc.us/hub/](http://www.doa.state.nc.us/hub/)

### Women's Business Center of NC

The Women's Business Center is a partnership program between the U.S. Small Business Administration's Office of Women's Business Ownership (OWBO) and the North Carolina Institute for Minority Economic Development, Inc. (NCIMED), which promotes economic self-sufficiency for women in North Carolina through entrepreneurship. The Women's Business Center provides individual counseling, training (monthly workshops and seminars), financing assistance, and information and referrals.

Contact Information: 114 W. Parrish Street  
PO Box 1331  
Durham, NC 27702  
Telephone: (919) 956-8889  
[www.ncimed.com/index.php?option=com\\_content&view=article&id=55&Itemid=172](http://www.ncimed.com/index.php?option=com_content&view=article&id=55&Itemid=172)

### Cary Women Business Owners' Network

WBON of Cary is a non-profit organization comprised of women in leadership positions. The mission of the organization is to provide experiences that educate, enlighten, inspire, support, motivate, and foster growth professionally as well as personally. WBON of Cary meets the first Wednesday of every month at 11:30 a.m. for lunch, networking opportunities, discussions and a featured speaker.

Contact Information: Susan Stanhope, President  
Women Business Owners Network of Cary  
P.O. Box 4342  
Cary, NC 27519-4342  
Telephone: (919) 218-4783  
[www.womenbusinessassociation.com/](http://www.womenbusinessassociation.com/)

### Wake County Women Business Owners' Network

The Wake County WBON is open to all women who are owners, part-owners, or prospective owners of a business (regardless of size) and to businesses that support women in business. Meetings are held the second Friday of each month at Blinco's Sports Restaurant located at 6711 Glenwood Avenue in Raleigh from noon to 1:30 pm. Annual dues are \$30.

Contact Information: Jess McLamb,  
Wake County WBON  
c/o Roper Bookkeeping  
PO Box 20573  
Raleigh, NC 27619  
Telephone: 844-6111

Email: [jess@roperbookkeeping.com](mailto:jess@roperbookkeeping.com)  
[www.wakecountywbon.org/index.php](http://www.wakecountywbon.org/index.php)

### **Additional Resources:**

[www.sbaonline.sba.gov/womeninbusiness/](http://www.sbaonline.sba.gov/womeninbusiness/) The U.S. Small Business Administration's Office of Women's Business Ownership. Nationwide statistics on women business ownership, loan forms and other information.

[www.womanowned.com](http://www.womanowned.com)

Provides online business information and networking assistance as well as a number of resources for setting up / running / growing businesses.



## North Carolina Biotechnology Center

The North Carolina Biotechnology Center, located in Research Triangle Park, is the resource for biotechnology-related firms. This private, non-profit organization is dedicated exclusively to biotechnology development and provides long-term economic and societal benefits to North Carolina by supporting biotechnology research, business and education statewide. The Center is not a site for laboratory research or company incubation. Instead, it works to strengthen the research capabilities of North Carolina's companies and universities.

Contact Information: NC Biotechnology Center  
15 T.W. Alexander Drive  
Post Office Box 13547  
RTP, NC 27709  
Telephone: (919) 541-9366  
Email: [info@ncbiotech.org](mailto:info@ncbiotech.org)  
[www.ncbiotech.org/](http://www.ncbiotech.org/)



## North Carolina Employment Security Commission

The North Carolina Employment Security Commission tracks a wide range of local, state and national labor market information including employment, labor force, wage rates, occupations and career opportunities.

Contact Information: NC Employment Security Commission  
700 Wade Avenue  
Raleigh, NC 27605  
[www.ncesc.com](http://www.ncesc.com)

Orange County Office  
503 W. Franklin Street  
Chapel Hill, NC 27516  
Telephone: (919) 968-2031



## North Carolina Government Offices

To reach any state government office not listed elsewhere in this guide, call the state's main information number in Raleigh (919) 733-1110 or visit the state's website: [www.ncgov.com](http://www.ncgov.com)



## Occupational Safety

The North Carolina Department of Labor operates an OSHA-approved workplace safety program. For information, contact the Division of Occupational Safety & Health in Raleigh. The federal government's OSHA home page is also useful.

Contact Information: NC Department of Labor  
Division of Occupational Safety & Health  
4 West Edenton Street  
Raleigh, NC 27601  
(919) 807-2796  
[www.nclabor.com/osha/osh.htm](http://www.nclabor.com/osha/osh.htm)

US Department of Labor  
[www.osha.gov](http://www.osha.gov)



## Orange County Economic Development

The Orange County Economic Development department provides small business owners with a wealth of free information and assistance on topics including:

- Demographics and statistics for the County and Region
- Available office, retail, warehouse and industrial space
- Available land for non-residential construction
- Understanding local government regulations and procedures in Carrboro, Chapel Hill, Hillsborough, Mebane and rural portions of Orange County
- Contacts for small business counseling and financing
- Many other business issues

Contact Information: Steve Brantley, Director  
131 W. Margaret Lane – Ste 207  
PO Box 1177  
Hillsborough, NC 27278  
Telephone: (919) 245-2326  
Email: [sbrantley@orangecountync.gov](mailto:sbrantley@orangecountync.gov)  
[GrowInOrangeNC.com](http://GrowInOrangeNC.com)



## Orange County Web Site

Orange County Government's web site address is <http://www.orangecountync.gov>. The site provides information about county activities, departments and agencies; policies and procedures; and services for businesses and residents.

Through the county Web site, residents can:

- search for a lost pet;
- register for parks and recreation classes;
- access the real estate assessment database;
- access the county's geographic information system and aerial photography;
- schedule and cancel inspection requests;
- search for a farm or farm product
- pay taxes;
- access and review the County Code;
- access the library card catalog and other library databases; and
- access the Asset Management & Purchasing Services Department request for proposals or other contract solicitations



## Patents, Trademarks and Copyrights

## Copyright

A copyright is a form of protection provided to the authors of “original works of authorship”. A copyright grants exclusive legal rights and can include anything from literary or website content to musical or artistic compositions. Once granted, a copyright prevents others from copying, performing or using your work without your permission.

Copyrights are registered federally in the office of the United States Copyright Office of the Library of Congress.

Contact Information: U.S. Copyright Office  
101 Independence Ave. S.E.  
Washington, D.C. 20559-6000  
Phone: (202) 707-5959 or 1-877-476-0778 (toll free) [www.lcweb.loc.gov/copyright/](http://www.lcweb.loc.gov/copyright/)

## Patents

A patent is an exclusive property right to an invention and is issued by the US Department of Patents and Trademarks.

Contact Information: US Patent and Trademark Office  
Telephone: 800-786-9199  
[www.uspto.gov/patents/index.jsp](http://www.uspto.gov/patents/index.jsp)

## Trademark

A trademark is your brand name, your logo, or any other symbol that distinguishes your company or your company’s goods. By registering your trademark you go on record as the official owner.

The Department of the Secretary of State Trademarks Section registers and renews trademarks and service marks in North Carolina under the provisions of Chapter 80 of the North Carolina General Statutes. An on-line trademark application is available at [www.secretary.state.nc.us/trademark/TMForms.aspx](http://www.secretary.state.nc.us/trademark/TMForms.aspx)

Contact Information: PO Box 29622  
Raleigh, NC 27626-0622  
Telephone: (919) 807-2162  
[www.secretary.state.nc.us/trademark/](http://www.secretary.state.nc.us/trademark/)

## Additional Assistance

**Small Business & Technology Development Center (SBTDC)** staff assists new and existing businesses with a variety of “intellectual property” issues. Counselors help with information, applications, registration, and searches concerning patents, trademarks, and copyrights. Referrals to specialized private legal resources and government agencies are available. The SBTDC also assists with technology transfer from universities and government research institutions, and will help to locate funds for R&D or commercialization. The Center’s publication, Intellectual Property Guide: Patents, Trademarks, and Copyrights, is available online at [www.sbtdc.org/pdf/startup.pdf](http://www.sbtdc.org/pdf/startup.pdf)

## **Permits**

Whether in a commercial location or operating as a Home Occupation, it is important that all business owners **FIRST** verify that their site location is properly **zoned** for the desired activity. Permits for *zoning, building, construction and alterations, exterior signs and home occupations* should be obtained as early as possible from the local officials in your area. When discussing a specific business location with local officials, it is important to have the street address and property owner’s name, or the tax map ID number.

## Planning and Zoning

The Orange County Planning and Inspections Department is responsible for most county land use functions including planning, zoning and environmental improvement.

Zoning questions usually center on the acceptability of a certain use of property in a given zoning district. Sometimes conditions are placed on business uses; limiting the intensity of an activity, hours of operation, or other factors which could affect the surrounding neighborhood. Other important zoning issues may involve the ability to add on to an existing building, or dealing with a portion of the property which is designated as a flood plain.

New building construction, additions, and alterations typically require a building permit, except for very minor changes. This includes exterior work as well as significant interior repairs and changes. For commercial buildings, handicapped accessibility issues are increasingly important, and should be reviewed carefully with local building code officials. It is advisable to make sure that all contractors are properly licensed, and to obtain necessary permits before any work is initiated.

**Signs** are usually governed by zoning ordinances. Commercial signs are typically limited by the total number allowed for any one business, and/or the size (in square feet) permitted. In local historic districts, the material, style, and lighting of the sign may also be reviewed. Business signs are sometimes banned for Home Occupations. Sign plans (at least sketches) should be submitted to the local zoning office before hiring a sign contractor.

The Comprehensive Planning Division is responsible for the County's long range planning efforts including the administration and implementation of the Land Use Element of the Comprehensive Plan. This plan intends to guide the County's future growth and land use patterns in a manner that enhances and protects the economic, environmental, and human resources that characterize Orange County. The Division also participates in the administration and implementation of other Comprehensive Plan Elements as required.

**Orange County Planning staff is available to schedule pre-development meetings designed to help citizens and business owners, as well as provide an overview of the permitting, planning and zoning process.**

Contact Information: Orange County Planning  
131 W. Margaret Lane  
Hillsborough, NC 27278  
Telephone: (919) 245-2612  
[www.orangecountync.gov/planning](http://www.orangecountync.gov/planning)

### Permits

The Building Inspections Division enforces the mandated NC State Building Code and conducts inspections during construction of buildings, mechanical, electrical and plumbing systems to ensure code compliance. Inspections issues occupancy permits upon compliance with state building codes and local regulations and issues zoning and building permits.

A building permit is required for all new construction and alterations to existing structures in Orange County. To view requirements

[http://www.orangecountync.gov/document\\_center/PlanningInspections/Commercial\\_Permit\\_Application\\_Requirements.pdf](http://www.orangecountync.gov/document_center/PlanningInspections/Commercial_Permit_Application_Requirements.pdf) and application:

[http://www.orangecountync.gov/orangecounty/departments/planning\\_and\\_inspections/Building\\_Permit\\_Application\\_COMMERCIAL.pdf](http://www.orangecountync.gov/orangecounty/departments/planning_and_inspections/Building_Permit_Application_COMMERCIAL.pdf)

### Electrical, Mechanical and Plumbing Permits

Separate permits are required to perform electrical, mechanical and plumbing installations.

Contact Information: Orange County Planning – Building Inspections Division  
131 W. Margaret Lane  
Hillsborough, NC 27278  
Telephone: 245-2600

**Fire Department Inspections/Permits - Life Safety Management - (Fire Marshal)**

The Emergency Services Life Safety Management Branch is responsible for enforcing the North Carolina Fire Prevention Code, conducting fire inspections, reviewing plans for new building construction, fire/arson investigations, county fire department coordination, hazardous materials response, and SARA Title III reporting in the unincorporated areas of Orange County. Staff works with Orange County planning and inspections department to review plans for major renovations or construction of facilities subject to the provisions of the NC Fire Prevention Code.

Contact Information: Orange County Emergency Services  
PO Box 8181  
Hillsborough, NC 27278  
Telephone: (919) 245-6100  
[http://www.orangecountync.gov/departments/emergency\\_services](http://www.orangecountync.gov/departments/emergency_services)

Carrboro	(919) 918-7352
Chapel Hill	(919) 968-2782
Hillsborough	(919) 732-1270 x76
Mebane	(919) 563-5718

**Well Water**

The Orange County Health Department is committed to the protection of our groundwater resources in order to assure a safe and adequate supply of water for our citizens. Protection of this resource is accomplished through proper location, construction, permitting and inspection of wells.

Contact Information: Orange County Environmental Health Services  
131 West Margaret Lane - Suite 100  
Hillsborough, NC 27278  
Telephone: (919) 245-2360  
Durham Residents: (919) 688-7333 x2360 toll free  
[http://www.orangecountync.gov/departments/health/water\\_testing.php](http://www.orangecountync.gov/departments/health/water_testing.php)

**Septic Tank Disposal Systems**

In order to protect public health, groundwater resources and the environment, the Orange County Health Department ensures the proper placement, installation, maintenance and operation of septic systems through its programs.

Contact Information: Orange County Environmental Health Services  
131 West Margaret Lane - Suite 100  
Hillsborough, NC 27278  
Telephone: (919) 245-2360  
Durham Residents: (919) 688-7333 x2360 toll free  
[http://www.orangecountync.gov/departments/health/water\\_testing.php](http://www.orangecountync.gov/departments/health/water_testing.php)



**Privilege License – See Licenses**



# Procurement

## Orange County

Any vendor who wishes to do business with Orange County must go through the Vendor Application Process. The primary step in this process is for the vendor to complete a Vendor Application Form.

Contact Information: Finance and Administrative Services  
PO Box 8181  
131 W. Margaret Lane  
Hillsborough, NC 27278  
Telephone: (919) 245-2650  
[www.orangecountync.gov/departments/purchasing\\_division/vendor\\_application.php](http://www.orangecountync.gov/departments/purchasing_division/vendor_application.php)

## NC Small Business & Technology Development Center/Procurement Technical Assistance Center

The Small Business & Technology Development Center (SBTDC) procurement specialists help clients successfully compete for federal, state, and local government contracts. Services including classes and seminars, individual counseling and easy access to bid opportunities, contract specifications, procurement histories, and other information necessary to successfully compete for government contracts. Additional procurement information can be found at [www.sbtcd.org/services/gov\\_procurement.asp](http://www.sbtcd.org/services/gov_procurement.asp).

Contact Information: North Carolina State University  
5 West Hargett Street - Suite 600  
Raleigh, NC 27601  
Rebecca Barbour - Procurement Counselor  
Phone: (919) 513-0623  
Email: [rbarbour@sbtcd.org](mailto:rbarbour@sbtcd.org)

## NC Department of Administration – Division of Purchase and Contract

The State of North Carolina purchases a wide variety of products and services valued over four billion dollars annually. The Division of Purchase & Contract is the central purchasing authority for all state departments, institutions, agencies, universities, and community colleges. It also makes certain services available to local governments, public school systems, private colleges and universities, and other non-state entities.

Procurements are publicized online at <http://www.doa.state.nc.us/PandC/Default.aspx>; which lists solicitations from all state departments and campuses, plus public schools and some local governments. Registration through **Vendor Link NC** provides e-mail notification of bidding opportunities.

Contact Information:	<u>Main Office:</u> Division of Purchase & Contract 4 <sup>th</sup> Floor (Receptionist Office 4062) 116 W. Jones Street Raleigh, NC 27603-8002 Telephone: (919) 807-4500 <a href="http://www.doa.state.nc.us/PandC/Default.aspx">http://www.doa.state.nc.us/PandC/Default.aspx</a>	<u>Mailing Address:</u> NC Department of Administration Division of Purchase & Contract 1305 Mail Service Center Raleigh, NC 27699-1305
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## NC E-Procurement@Your Service - <http://eprocurement.nc.gov/>

NC E-Procurement@Your Service is the State's online purchasing system used by State Agencies and institutions, Community Colleges, public schools, universities, and local governments. The system provides vendors with a single point of access to North Carolina government organizations and the ability to respond to electronic quotes from new and existing buyer organizations.

## **Additional Resources:**

**Central Contractor Registry** is the primary vendor database for the federal government. Creating a profile in the Central Contractor Registration (CCR) and the Dynamic Small Business Search (DSBS) and keeping it current ensures that your firm has access to federal contracting opportunities, especially those for small businesses. For additional information: <https://www.uscontractorregistration.com/>

### **US Department of Defense (DOD)**

Defense Procurement and Acquisition Policy (DPAP) is responsible for all acquisition and procurement policy matters in the Department of Defense (DoD). The DPAP office serves as the principal advisor to the Under Secretary of Defense for Acquisition, Technology and Logistics (AT&L) and the Defense Acquisition Board on acquisition/procurement strategies for all major weapon systems programs, major automated information systems programs, and services acquisitions. [www.acq.osd.mil/dpap/](http://www.acq.osd.mil/dpap/)

### **US General Services Administration (GSA)**

GSA is a federal procurement and property management agency created to improve government efficiency and help federal agencies better serve the public. The Southeast Sunbelt Region's Small Business Utilization Center provides counseling, information, and resources to help qualified small businesses learn how to secure federal government contracts. [www.gsa.gov/portal/category/20996](http://www.gsa.gov/portal/category/20996)

### **FedBizOpps/Commerce Business Daily**

The Federal Business Opportunities Web site ([www.FedBizOpps.gov](http://www.FedBizOpps.gov)) information about government-wide procurement opportunities and contains information provided by a variety of government buying agencies. Vendors can register with FedBizOpps to receive solicitations and request for proposal notices from federal agencies.

### **North Carolina Military Business Center**

The mission of the NCMBC is to leverage military and other federal business opportunities for economic development and quality of life in North Carolina. Its primary goal is to help existing businesses identify, bid on and win military and other federal contracts. [www.ncmbc.us](http://www.ncmbc.us)

### **MatchForce**

MatchForce matches North Carolina businesses to government contracts, government purchasers to NC suppliers, and job seekers to NC jobs. Businesses, contracting officers, cardholders and job seekers can register, post, search and receive opportunities. [www.matchforce.org](http://www.matchforce.org)



## Salary and Compensation Data

Employee compensation consists of wages/salary plus benefits. Survey information on salaries/wages paid by employers is available from the following sources:

- US Bureau of Labor Statistics – [www.bls.gov/oes/current/oessrcma.htm#V](http://www.bls.gov/oes/current/oessrcma.htm#V)
- Salary.com – [www.salary.com](http://www.salary.com)



## Securities Registration

Securities and persons offering or selling securities must be registered with the North Carolina Secretary of State. Rules, forms and additional information may be obtained from:

Contact Information: North Carolina Securities Division  
Department of the Secretary of State

PO Box 29622  
Raleigh, NC 27626-0622  
Telephone: (919) 733-3924  
[www.secretary.state.nc.us/sec/ThePage.aspx](http://www.secretary.state.nc.us/sec/ThePage.aspx)  
US Securities and Exchange Commission  
450 5<sup>th</sup> Street, NW  
Washington, DC 20549  
Telephone: 1-800-SEC-0330  
[www.sec.gov](http://www.sec.gov)

## Signs – See Permits

## Site Location

The location of your business might be the single most important thing you do at startup. In determining your idea location, you should consider the following:

- Is the location in an area zoned for your type of business?
- Is the space large enough for your business?
- Does the building need any repairs?
- Do the existing utilities meet your needs?
- If leaving, are the lease terms and rent favorable?
- Is the location/space consistent with the image you'd like to maintain?
- Are neighboring businesses likely to attract customers to you?
- Is the location easily accessible to your potential customers?
- Is parking space available and adequate?
- Is the area served by public transportation?
- Can suppliers make deliveries conveniently at this location?
- If your business expands in the future, does the location/space allow for growth?

Certain business locations and operating conditions may require town and county review and approval. Whether in a commercial location or operating as a Home Occupations, it is important that all business owners first verify that the site is properly zoned for the desired activity. Permits for *zoning, building construction and alternations, exterior signs, and home occupations* should be obtained as early as possible from the local officials in your area.

The following can provide information and assistance in finding a business location:

### Orange County Economic Development

Orange County Economic Development maintains a comprehensive list on commercial space available in Orange County. OCED staff assists businesses with site selection activities and acts as a liaison with local government agencies that administer permitting and zoning.

Contact Information: Orange County Economic Development  
131 W. Margaret Lane – 2<sup>nd</sup> floor  
Hillsborough, NC 27278  
Telephone: (919) 245-2327  
Email: [agarner@orangecountync.gov](mailto:agarner@orangecountync.gov)  
[GrowInOrangeNC.com](http://GrowInOrangeNC.com)

## Chapel Hill Downtown Partnership

The Downtown Partnership maintains information about availability as reported by downtown property owners and managers.

Contact Information: Chapel Hill Downtown Partnership  
308 West Rosemary Street - Suite 202  
Chapel Hill, NC 27514  
Telephone: (919) 967-9440  
<http://www.downtownchapelhill.com/>

## NC Department of Commerce

Search the [AccessNC](#) extensive database of available buildings and sites to find the ones that meet your specific requirements.

## Tax Information

Tax liability for each business will be different therefore you should consult your attorney and accountant regarding comprehensive tax planning to fit your individual business.

### **Business Taxes**

Businesses operating in Orange County are subject to various local, state and federal taxes.

### **Federal Income Tax**

When beginning a business, you must decide what form of business entity to establish. Your form of business determines which income tax return form you have to file. If your business is a sole proprietorship, partnership, S corporation, or LLC, you must report your income on your individual return.

If your business is a regular corporation, it will be subject to corporate income taxes.

Most businesses start out small. As a new business owner you need to know your federal tax responsibilities. The IRS website will provide links to basic federal tax information for people who are starting a business.

Contact Information:	US Internal Revenue Service <u>Durham Office</u> 3308 Chapel Hill Blvd. Durham, NC 27707 Telephone: (919) 401-0300 <a href="http://www.irs.gov/businesses">www.irs.gov/businesses</a>	<u>Raleigh Office</u> 4405 Bland Rd. Raleigh, NC 27609 Telephone: (919) 850-1100
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### **Federal Excise Tax**

Federal Excise Taxes are collected from manufacturers and sellers of certain products. Several common taxes include: environmental taxes on crude; petroleum products and certain chemicals; telephone communications; air transportation; fuel taxes on gasoline, diesel and gasohol; taxes on certain items, alcohol, tobacco and guns.

Contact Information:	US Internal Revenue Service <u>Durham Office</u> 3308 Chapel Hill Blvd. Durham, NC 27707 Telephone: (919) 401-0300 <a href="http://www.irs.gov/businesses/small/article/0,,id=99517,00.html">www.irs.gov/businesses/small/article/0,,id=99517,00.html</a>	<u>Raleigh Office</u> 4405 Bland Rd. Raleigh, NC 27609 Telephone: (919) 850-1100
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### **NC Sales and Use Tax**

In addition to state, local, and/or federal license requirements, many businesses are subject to separate state sales tax regulations. Every person who is a retail or wholesale merchant in the business of selling, renting or leasing taxable tangible personal property in North Carolina is required to obtain a Certificate of Registration, unless specifically exempt by statute. Once registered, the business owner will receive information from the Department of Revenue on sales tax reporting and remittance requirements.

You can apply for your [Sales and Use tax number online](#), complete the Web-Fill form ([Form NC-BR](#)) or contact:

North Carolina Department of Revenue  
Sales and Use Tax Division  
P. O. Box 25000  
Raleigh, North Carolina 27634-0001  
Telephone: 1-877-252-3052  
[www.dornc.com](http://www.dornc.com)

### **Franchise and Income Tax**

Every corporation doing business in North Carolina must file an annual franchise and income tax return using the name reflected by the corporate charter if incorporated in this State or using the name reflected by the certificate of authority if organized and incorporated under the laws of another state. A franchise tax is imposed on corporations for the privilege of doing business in this State. This tax is due annually as long as the corporation remains incorporated, domesticated, or continues to do business in North Carolina.

Contact Information: North Carolina Department of Revenue  
Corporate Income and Franchise Tax Division  
P. O. Box 25000  
Raleigh, North Carolina 27634-0001  
Telephone: 1-877-252-3052  
[www.dornc.com](http://www.dornc.com)

### **Privilege License Tax**

The state privilege license tax is applicable to certain businesses or professions in North Carolina and should be applied for before you begin business. Privilege licenses are issued annually and limit the person, firm or corporation named in the license to conducting the profession or business specified on the license. Obtaining a privilege license does not in and of itself authorize the practice of a profession or business. The privilege license is not a certification in any way that the holder is qualified to perform a specific business or profession. It is simply a tax for the privilege of doing business in the state. Business Consultants can inform you as to whether any privilege licenses apply to your business and can provide you with the proper application for the license. You can download the Privilege License application ([FormB-202A](#)) or contact

North Carolina Department of Revenue  
Privilege License Tax  
Post Office Box 25000  
Raleigh, North Carolina 27634-0001  
Telephone: 1-877-308-9103  
[www.dornc.com](http://www.dornc.com)

### **Orange County Business Personal Property Tax (Ad Valorem)**

As a business owner, you are responsible for listing your business personal property with the Orange County Assessor's Office and you must also provide the assessor with information concerning any real property improvements such as the addition of a new structure. Your failure to list the property within the time allowed by law may result in severe penalties under the provisions of Article 16, Chapter 105 of the North Carolina General Statutes.

Business personal property listing forms are available online at

[http://www.dornc.com/downloads/listingform\\_archive/2015/index.html](http://www.dornc.com/downloads/listingform_archive/2015/index.html). Business Personal Property tax payment is due September 1<sup>st</sup> and payable through January 5th of the following year without interest.

Contact Information: Orange County Tax Administration Department  
Gateway Center  
228 South Churton Street - Suite 200  
Hillsborough, NC 7278  
Telephone: (919) 245-2100  
<http://www.orangecountync.gov/departments/tax/index.php>

## Tourism

### Chapel Hill/Orange County Visitors Bureau

The Chapel Hill/Orange County Visitors Bureau serves as a leader in tourism economic development through creative marketing, as well as active community and product development support. Businesses can work one-on-one with the Visitors Bureau to increase the impact of tourism on their bottom line. The Visitors Bureau books conferences, meetings and tours throughout Orange County; markets the area worldwide; works with UNC-Chapel Hill to provide visitor services during major events; and publicizes upcoming cultural events in

Contact Information: Chapel Hill/Orange County Visitors Bureau  
501 West Franklin Street  
Chapel Hill, NC 27516  
Telephone: (919) 968-2060  
[www.visitchapelhill.org](http://www.visitchapelhill.org)

### NC Division of Tourism, Film and Sports Development

The N.C. Department of Commerce's Division of Tourism, Film and Sports Development offers marketing and promotional programs to bolster the travel, wine, film, and sports industries. The Division also provides opportunities for businesses and individuals to promote events, accommodations, attractions and venues on the following websites:

- [www.visitnc.com](http://www.visitnc.com)
- [www.visitnc.com/golf](http://www.visitnc.com/golf)
- [www.visitnc.com/wine](http://www.visitnc.com/wine)

Contact Information: North Carolina Division of Tourism, Film and Sports Development  
**Physical Address:** 301 N. Wilmington St.  
Raleigh, NC 27601  
Telephone: (800) VISITNC (847-4862) or 733-4171  
[www.visitnc.com](http://www.visitnc.com)  
**Mailing Address:** 4324 Mail Service Center  
Raleigh, NC 27699-4324

## Trademarks — *See Patents, Trademarks and Copyrights*

## Transportation

### Airports

Raleigh-Durham International Airport (RDU) is approximately 29 miles east of Orange County. Each year, over 9-million travelers use it with 424 daily arrivals and departures. There are 44 destinations served by nonstop flights provided by 9 major airlines and 18 regional airlines. <http://www.rdu.com/>

Piedmont Triad International Airport (GSO) is approximately 40 miles west of Orange County. Over 1.7 million travels use PTI yearly, with 66 nonstop flights provided by 16 carriers. [www.flyfrompti.com/](http://www.flyfrompti.com/)

### Highways

North Carolina has the largest state-maintained highway system in the nation. Three interstate highways intersect the Research Triangle area, giving the area excellent access to many East Coast destinations. Major highways through Orange County include Interstates 40 (east and west) and 85 (north and south), US Highways 15-501 and NC Highways 49, 54, 57, 86 and 157.

### Bus and Passenger Rail Service

Chapel Hill Transit offers free bus service throughout Carrboro, Chapel Hill and the University, including its hospitals. The Triangle Transit Authority provides daytime intercity service between Raleigh, Durham, Chapel Hill and Hillsborough. It also serves RDU Airport and the Research Triangle Park. Intrastate and national service is available Greyhound Bus Lines [www.greyhound.com](http://www.greyhound.com) from nearby Raleigh (834-8275) and Durham (687-4800)

Amtrak offers direct service to 56 cities from nearby Raleigh. The Silver Star provides daily service to Richmond, Washington, New York, Miami, and many points in between. The Carolinian travels daily between Charlotte and New York City, with stops in Raleigh, Richmond, Washington, DC, Baltimore and Philadelphia. The Piedmont makes daily trips between Raleigh and Charlotte. [www.amtrak.com](http://www.amtrak.com)

### Freight Railway Service

The North Carolina Department of Transportation Rail Division provides rail access that is vital to many prospective industries.

Contact Information: North Carolina Department of Transportation  
Rail Division  
1553 MSC  
Raleigh, NC 27699  
Telephone: (919) 733-7245 ext. 274  
[www.bytrain.org](http://www.bytrain.org)

### Sea

Visit the North Carolina Port website to find out what North Carolina's Ports can do for your business. <http://www.ncports.com/?gclid=CMKFko-lhcYCFcoXHwodhAsAUQ>

## Utilities

Contact information for establishing cable television, electric, natural gas, sewer, telephone and water service is listed below.

Electricity	Duke Power	1-800-653-5307
	<a href="http://www.duke-energy.com/north-carolina-business.asp">www.duke-energy.com/north-carolina-business.asp</a>	
	Piedmont Electric Membership Corp.	(919) 732-2123
	<a href="http://www.pemc.org">www.pemc.org</a>	
Natural Gas	PSNC Energy (Chapel Hill area)	877-776-2427
	<a href="http://www.psnenergy.com/en/small-to-medium-business/">www.psnenergy.com/en/small-to-medium-business/</a>	
	Carolane Propane Gas, Inc.	(919) 732-8025
	<a href="http://www.carolanepropane.com">www.carolanepropane.com</a>	

Public Water & Sewer	OWASA (Chapel Hill area) <a href="http://www.owasa.org">www.owasa.org</a>	(919) 537-4343
	Town of Hillsborough <a href="http://www.ci.hillsborough.nc.us">www.ci.hillsborough.nc.us</a>	(919) 732-2104
	City of Mebane <a href="http://www.cityofmebane.com/utilities.asp">www.cityofmebane.com/utilities.asp</a>	(919) 563-5901
	Orange-Alamance Water System, Inc. <a href="http://www.orangealamancewater.com/">http://www.orangealamancewater.com/</a>	(919) 732-7812
Telecommunications	BellSouth (Chapel Hill/Carrboro area) <a href="http://smallbusiness.bellsouth.com/">http://smallbusiness.bellsouth.com/</a>	(877) 253-0009
	CenturyLink (Hillsborough area) <a href="http://www.centurylink.com/small-business/">www.centurylink.com/small-business/</a>	(866) 660-1579
	CenturyLink (Mebane area) <a href="http://www.centurylink.com/small-business/">http://www.centurylink.com/small-business/</a>	(919) 563-8327
	BellSouth (Durham area) <a href="http://smallbusiness.bellsouth.com/">http://smallbusiness.bellsouth.com/</a>	(888) 743-7211
Cable Television	Time Warner Cable <a href="https://www.gettimewarnercable.com">https://www.gettimewarnercable.com</a>	(919) 595-4892

## Zoning – *See Permits*

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