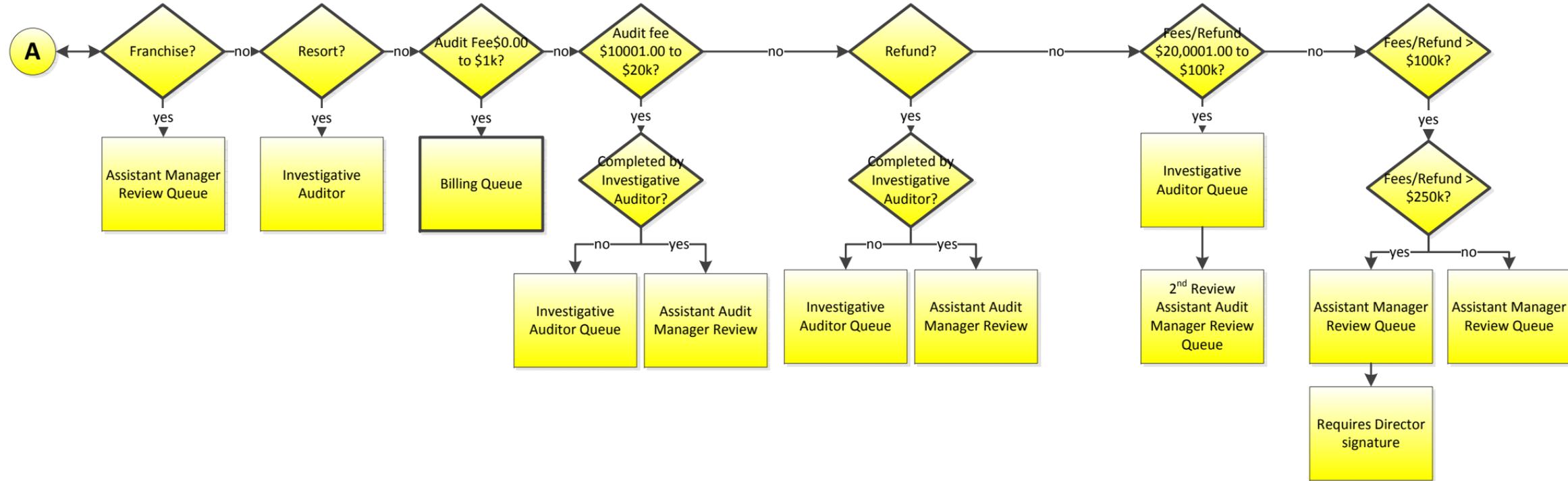
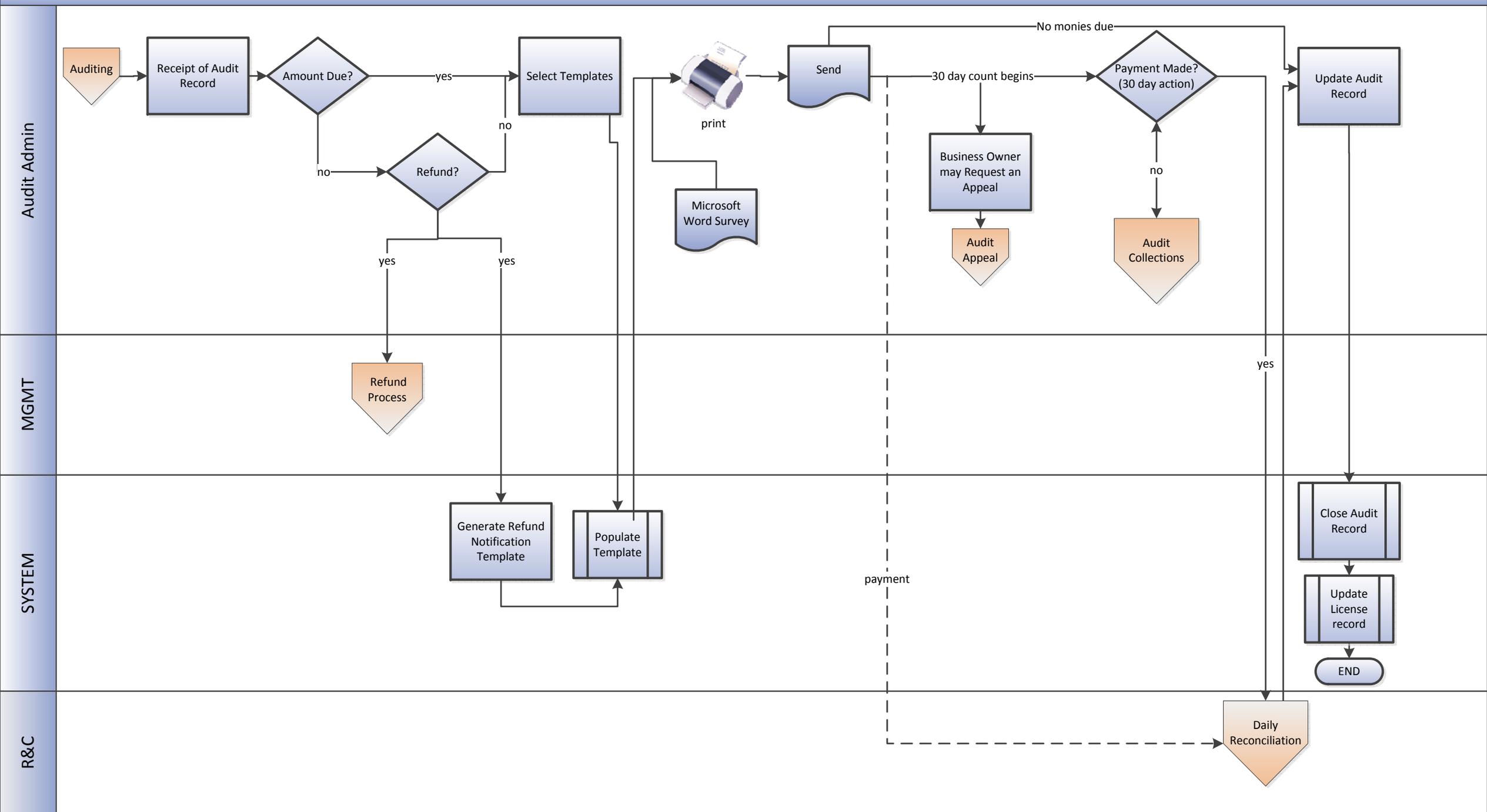


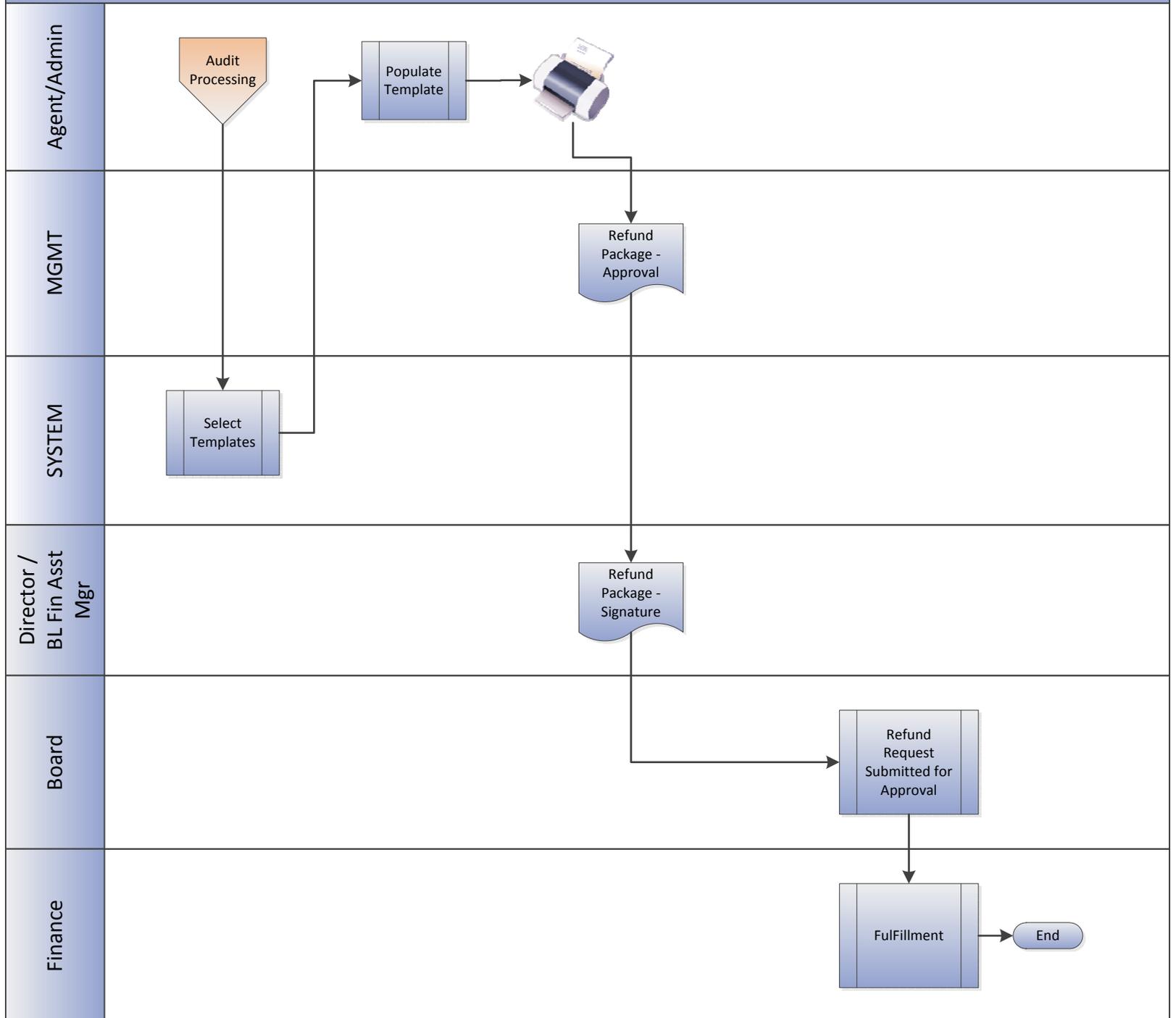
BL100-A-Audit RV

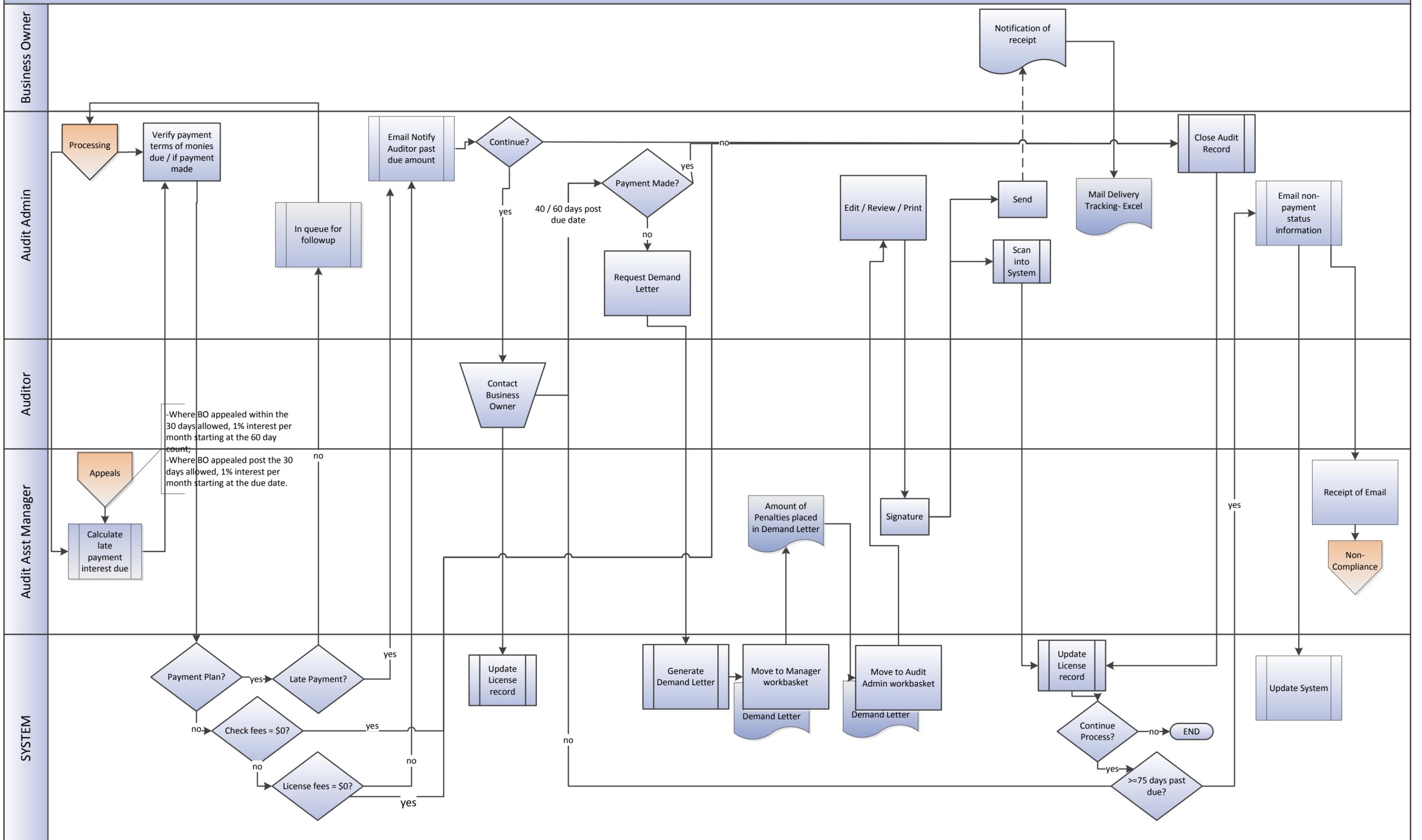




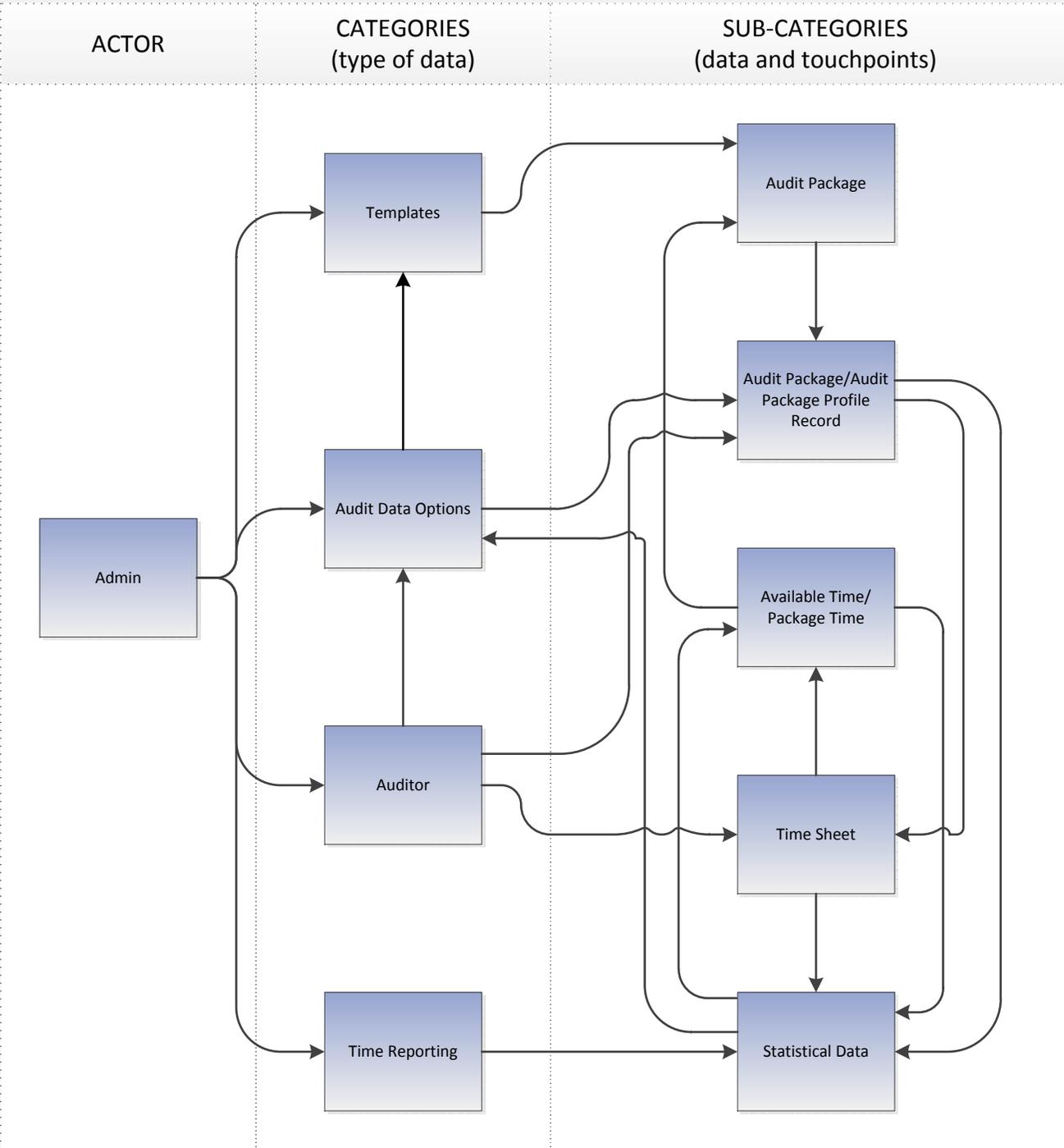
BL100-Auditing Process – Refund Process

1/24/2013 : Miranda Richardson





BL100-Admin Relationship Model



Templates

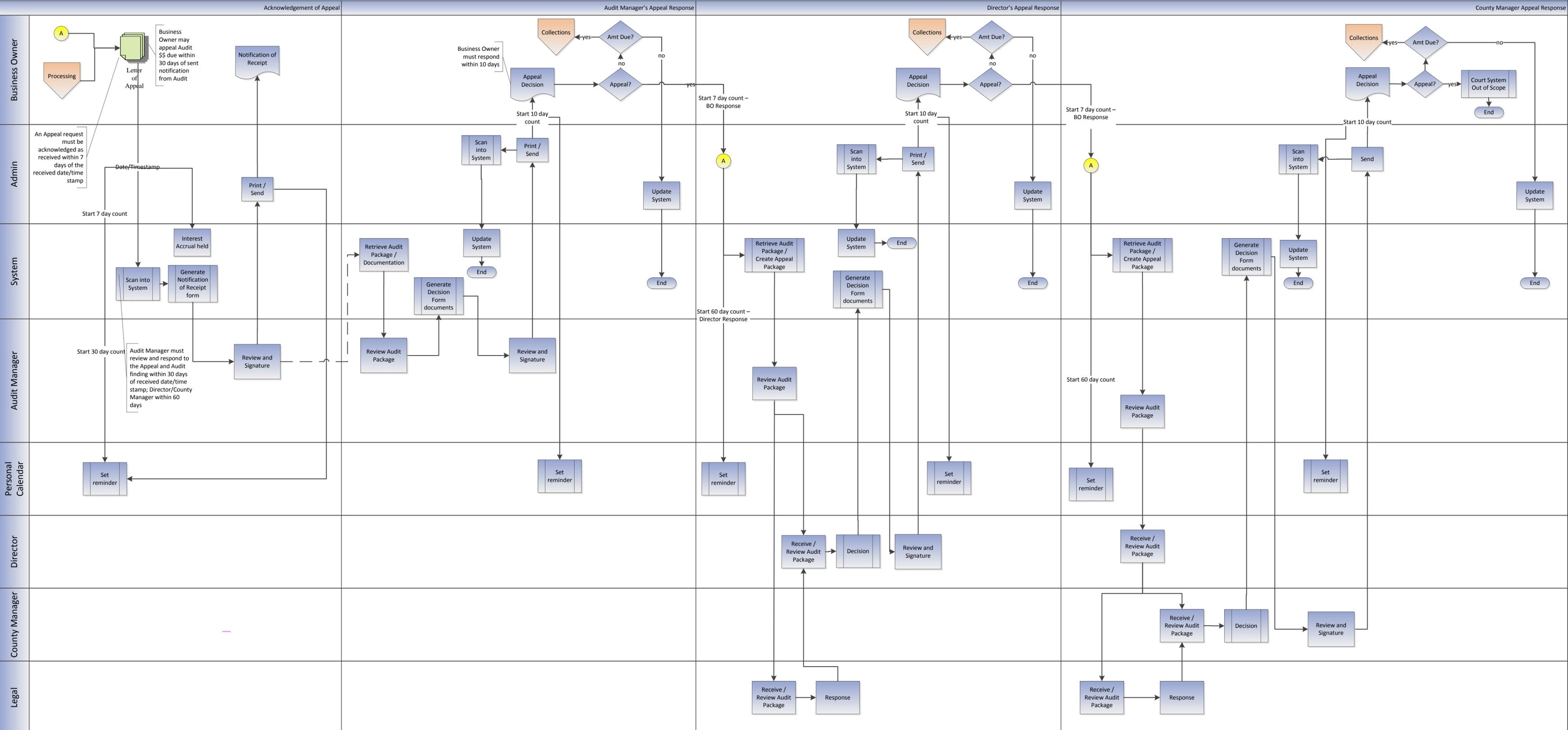
- Ability to create and format templates, based on business category and requirements;
- Ability for System to pre-populate all business information into templates;
- Ability to select Template forms to be assigned to a specific Audit Package;
- Ability to attach selected template forms to audit package;
- Ability for System to populate all requested data fields within the template form;

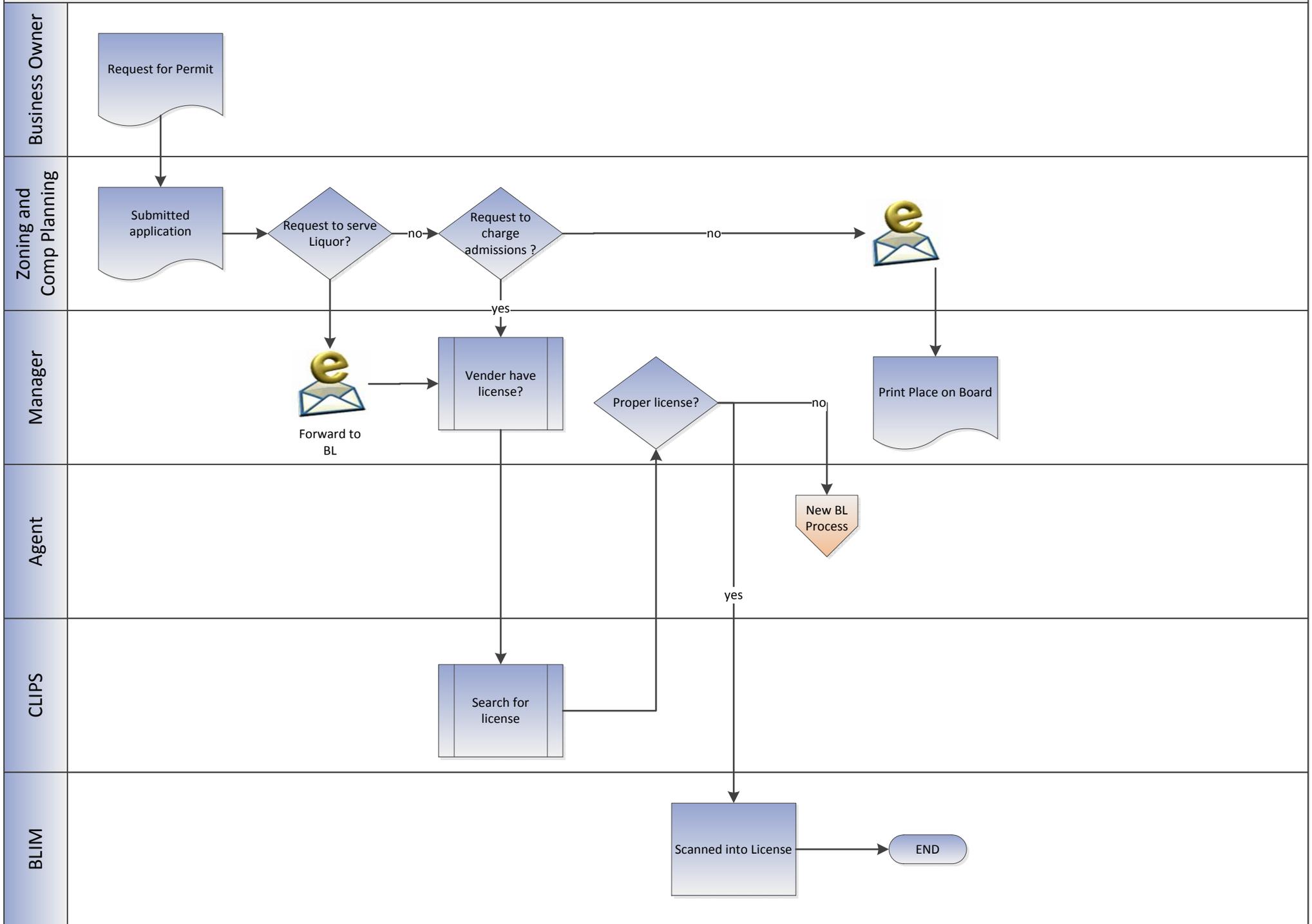
Audit Data Options

- Ability to search based on Audit Data Options;
- System allows User to create Audit Package based search criteria and data returned from search;
- System allows User access to edit/add data options on back-end;
- Auditor
- Auditor has the ability to maintain their hours worked on a specific Audit Package;
- Auditor has the ability to enter/maintain their total work hours;
- The System is able to display available Auditor resources, their assigned hours, based on current hours assigned for audit package;
- The System is able to display hours available by auditor at Audit Package creation;
- The System is able to display projected hours for type of Audit based on past Audit Data Options;
- Auditor has access to the records and forms within the assigned Audit Package;
- The Auditor has the ability to add Templates to their assigned Audit Package;
- Auditor is able to search for and view past Audit Packages based on specified search criteria;
- Time Reporting
- The System is able to render formatted data based on selected criteria and perimeters;
- Gathered data is used to project necessary hours for a specific type of Audit driven by business category and completed Audits;

Audit Manager Views

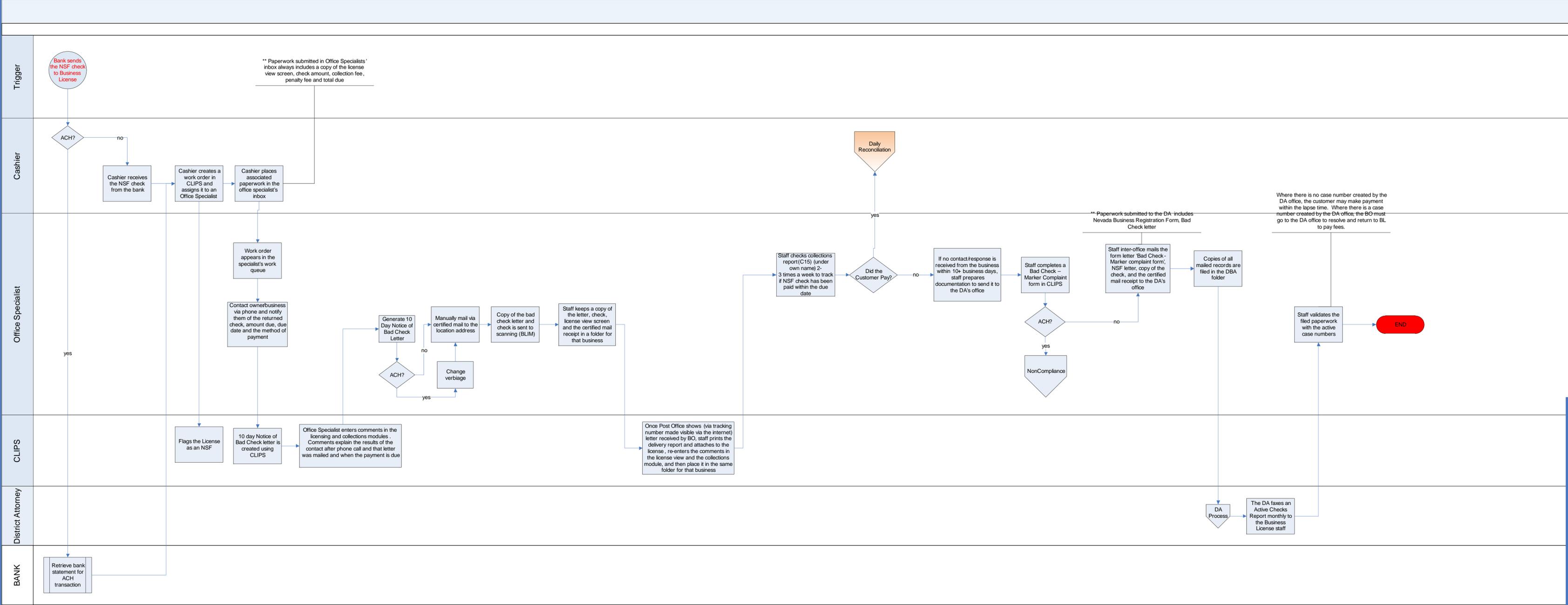
- Saved Searches
- By Status
- By Auditor
- By Audit Type
- By Priority
- Audit hours
- Completed Audits
- Work Queue
- Transfer Audits

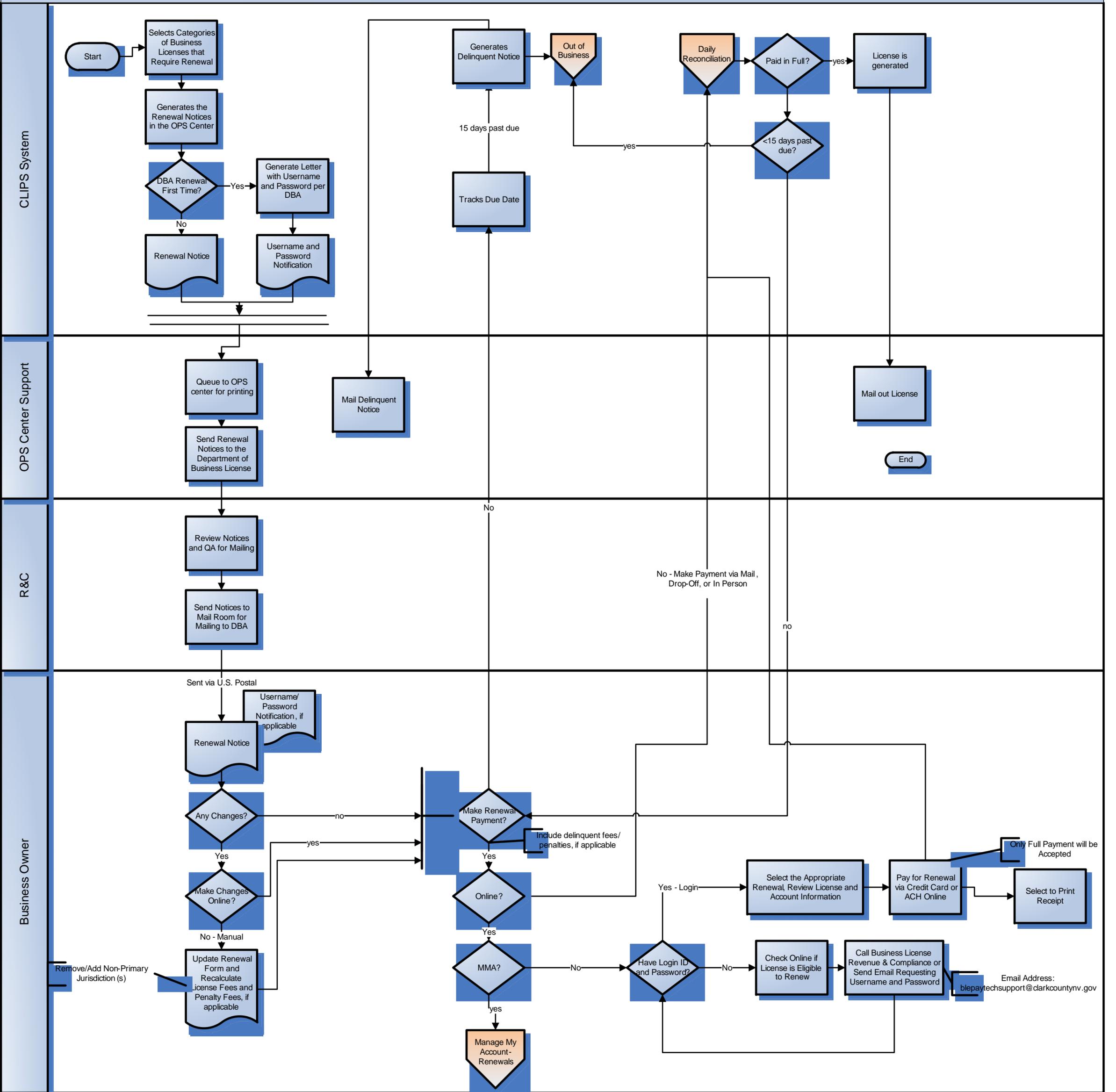




BL102-Bad Check Process for Department of Business License– AS IS

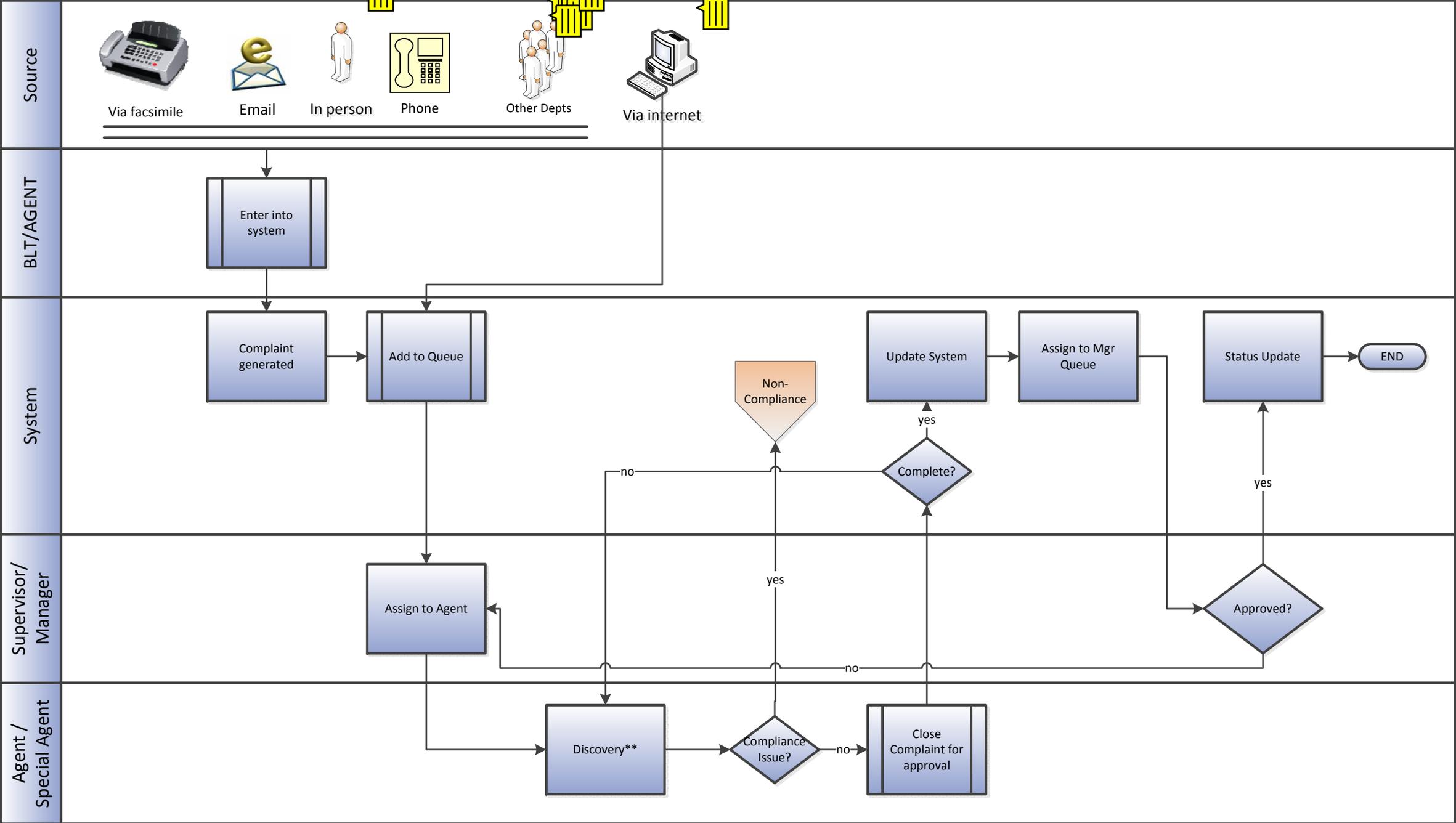
Prepared By: Nadia Khanam
Monday, March 25, 2013





BL104-Complaint Process

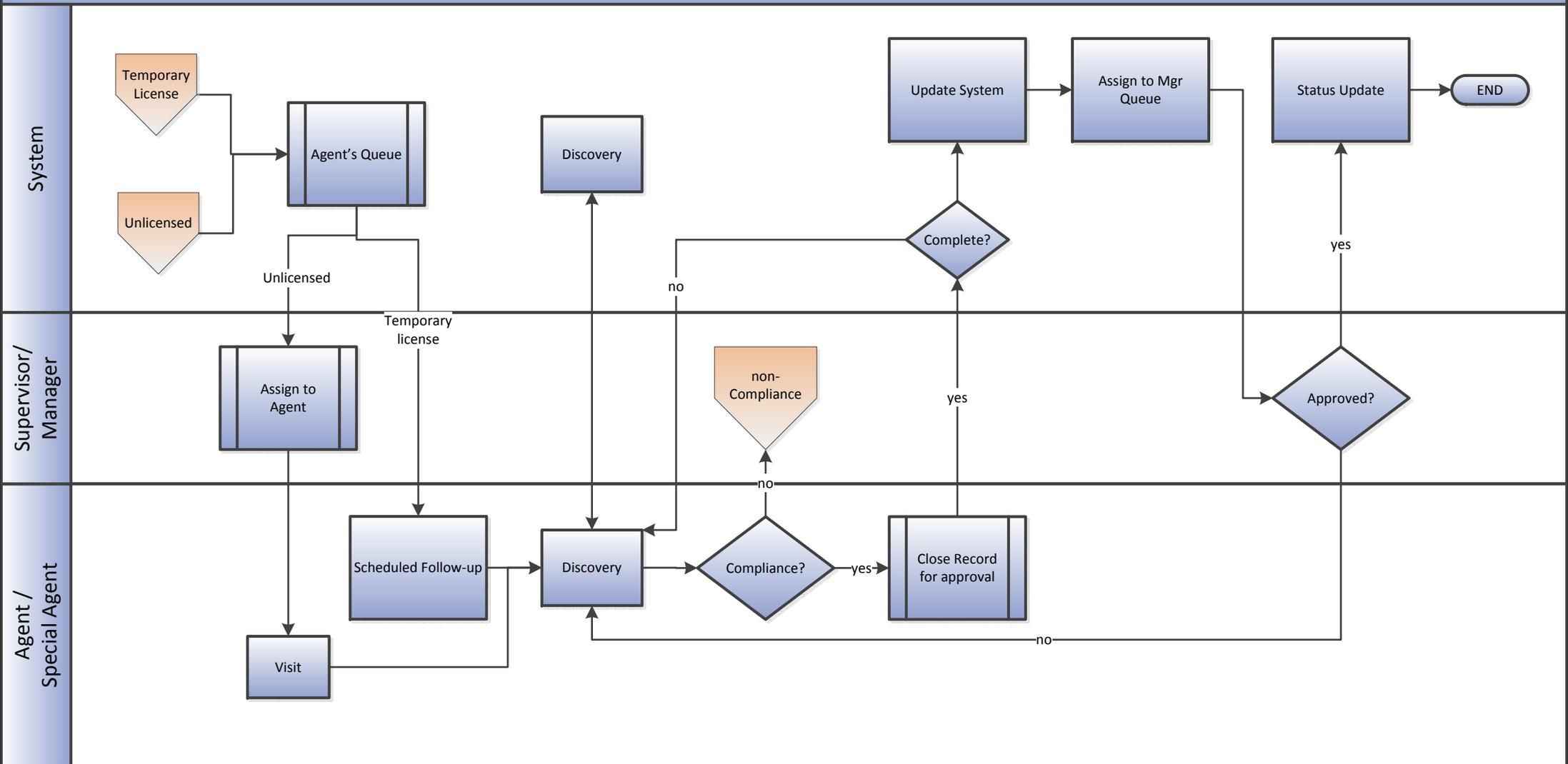
12/26/2012 : Miranda Richardson

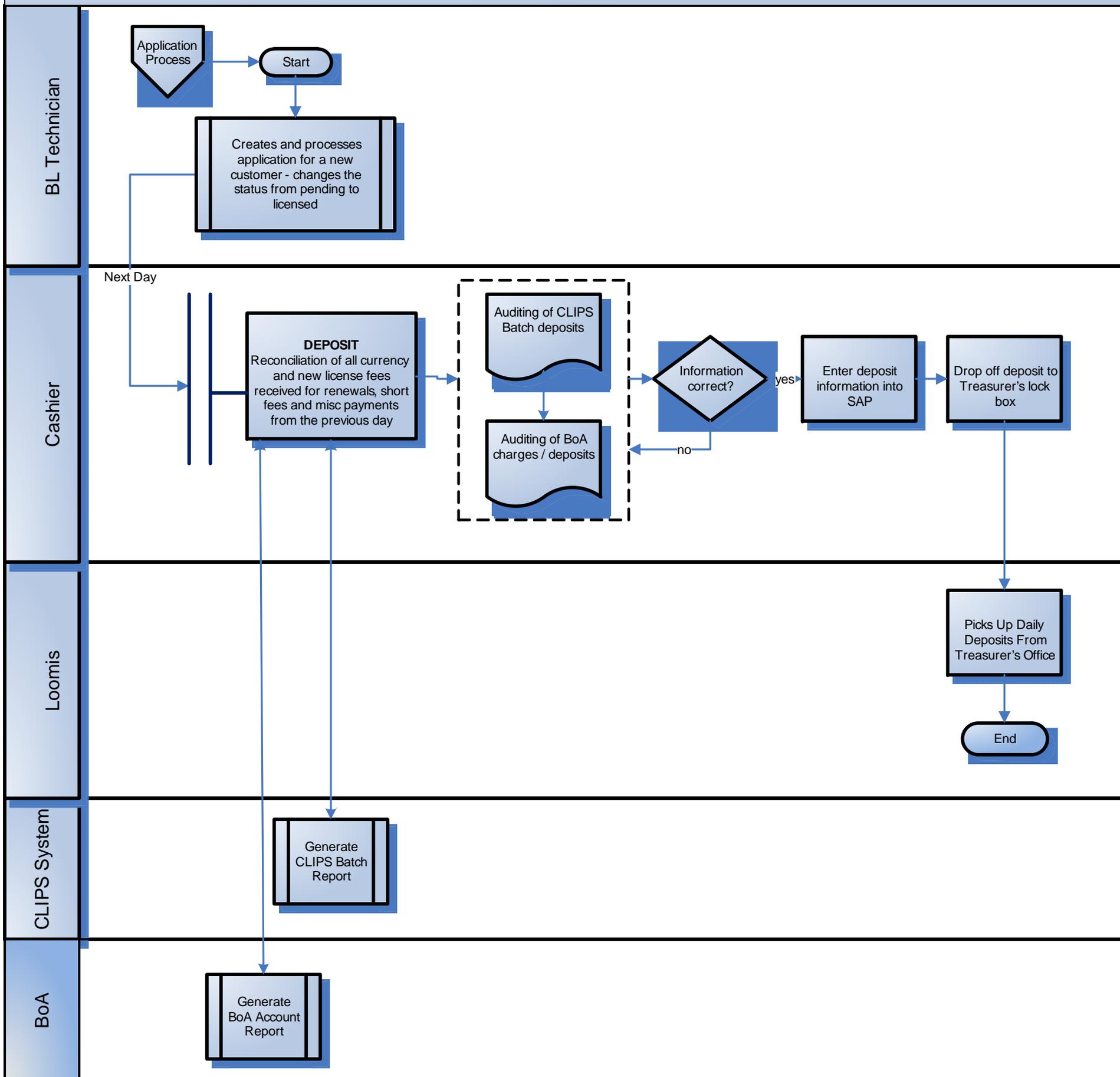


** Tools used could be Google, Yellow Page, Discovery, Internet Search, phone call, site visit, etc

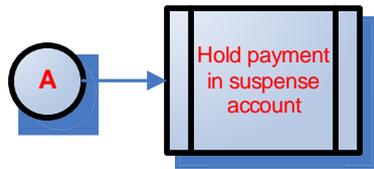
BL105-Compliance Process

12/26/2012 : Miranda Richardson

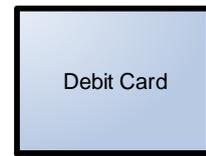




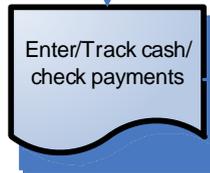
BL107-A-Payment Acceptance In Person



RULES:
Debit Card is not accepted where Lic# is not yet assigned



AUDITING

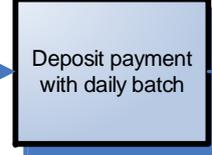


end

no



yes



end

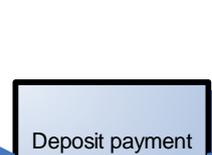
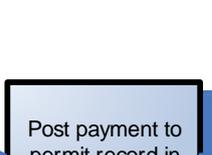
no



yes

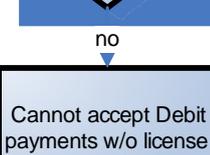


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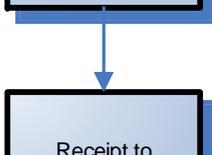


end

no



end



end

end

POST Permit Application of Payment

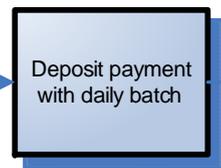
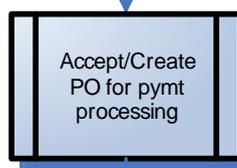


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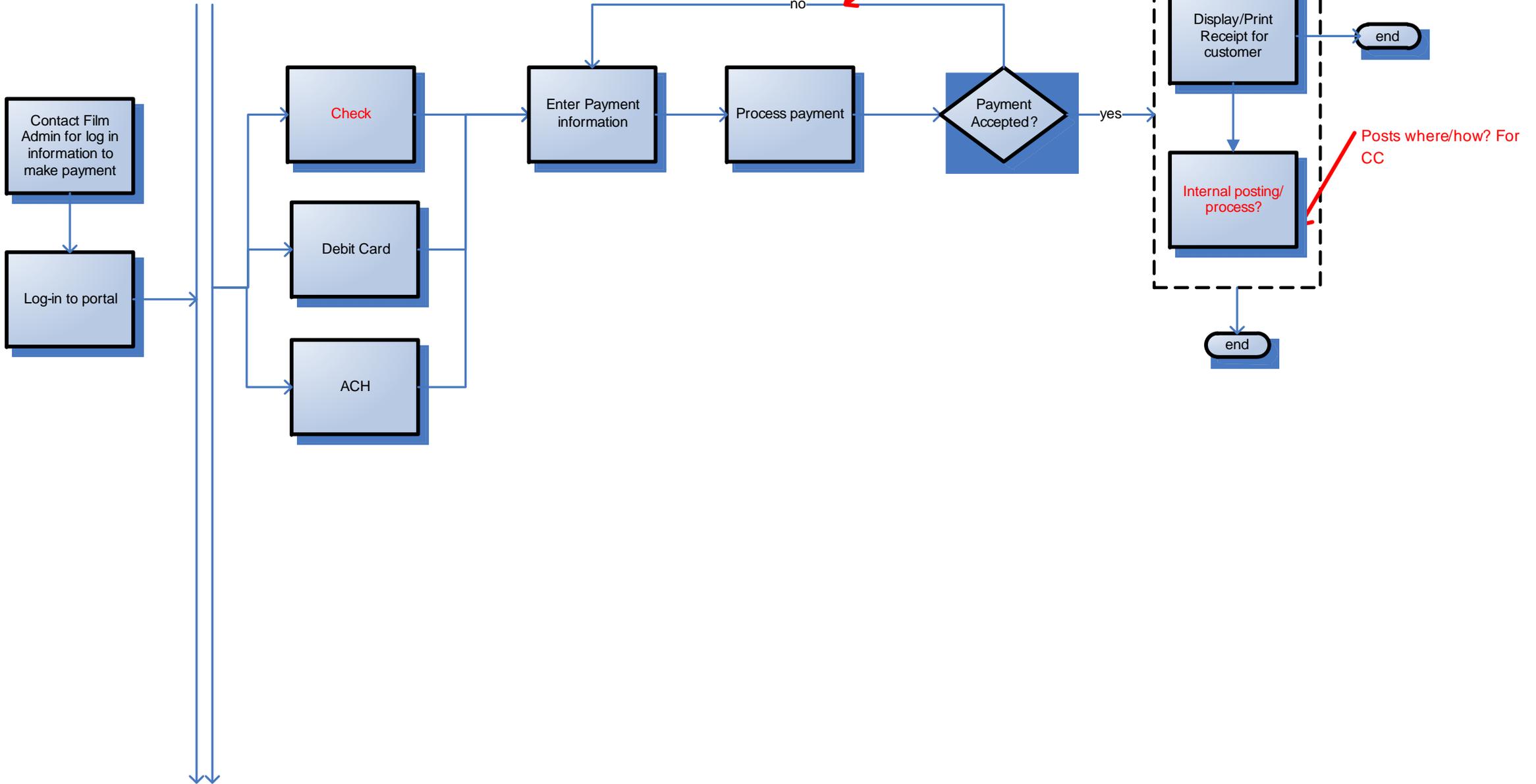
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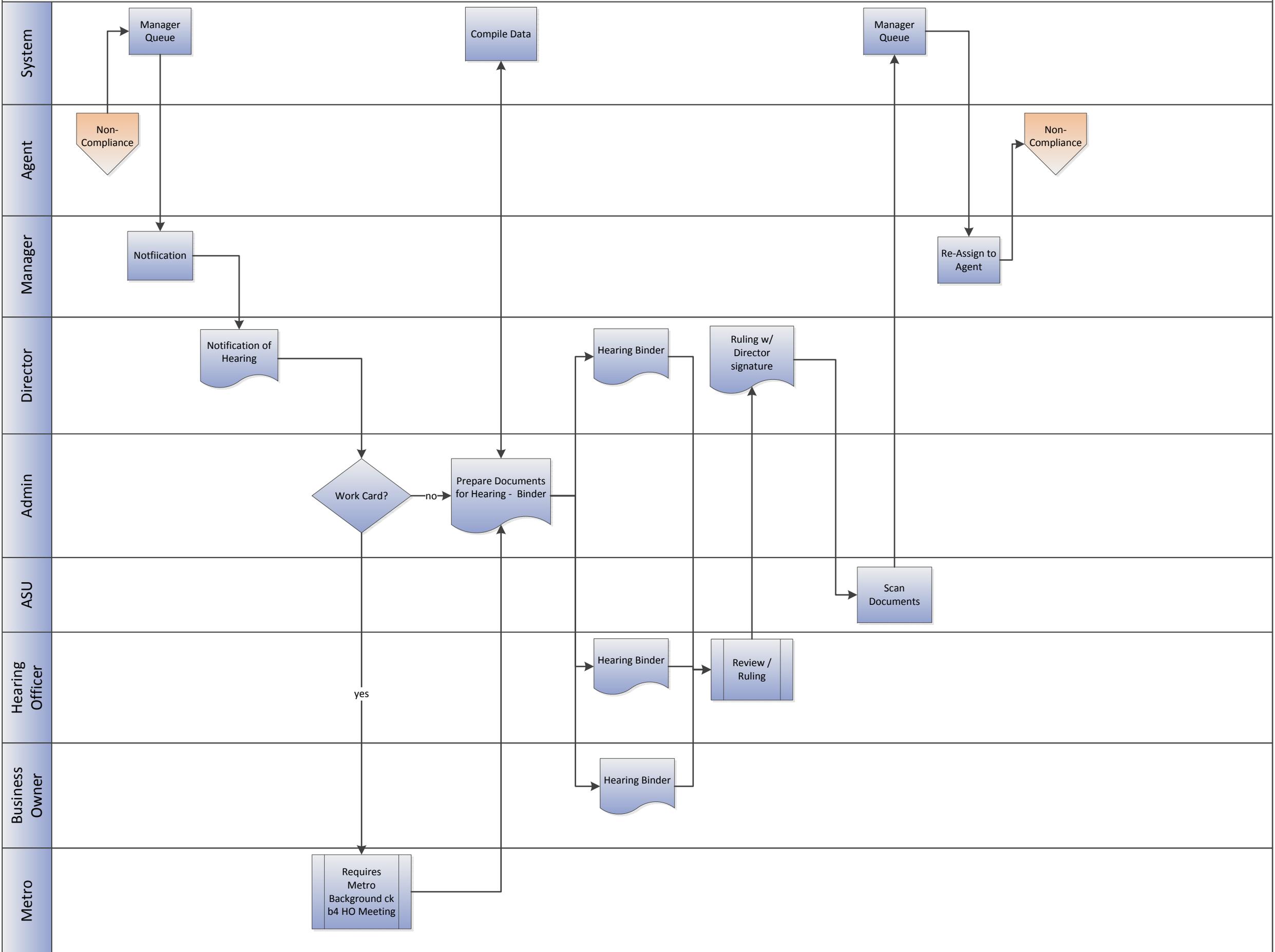


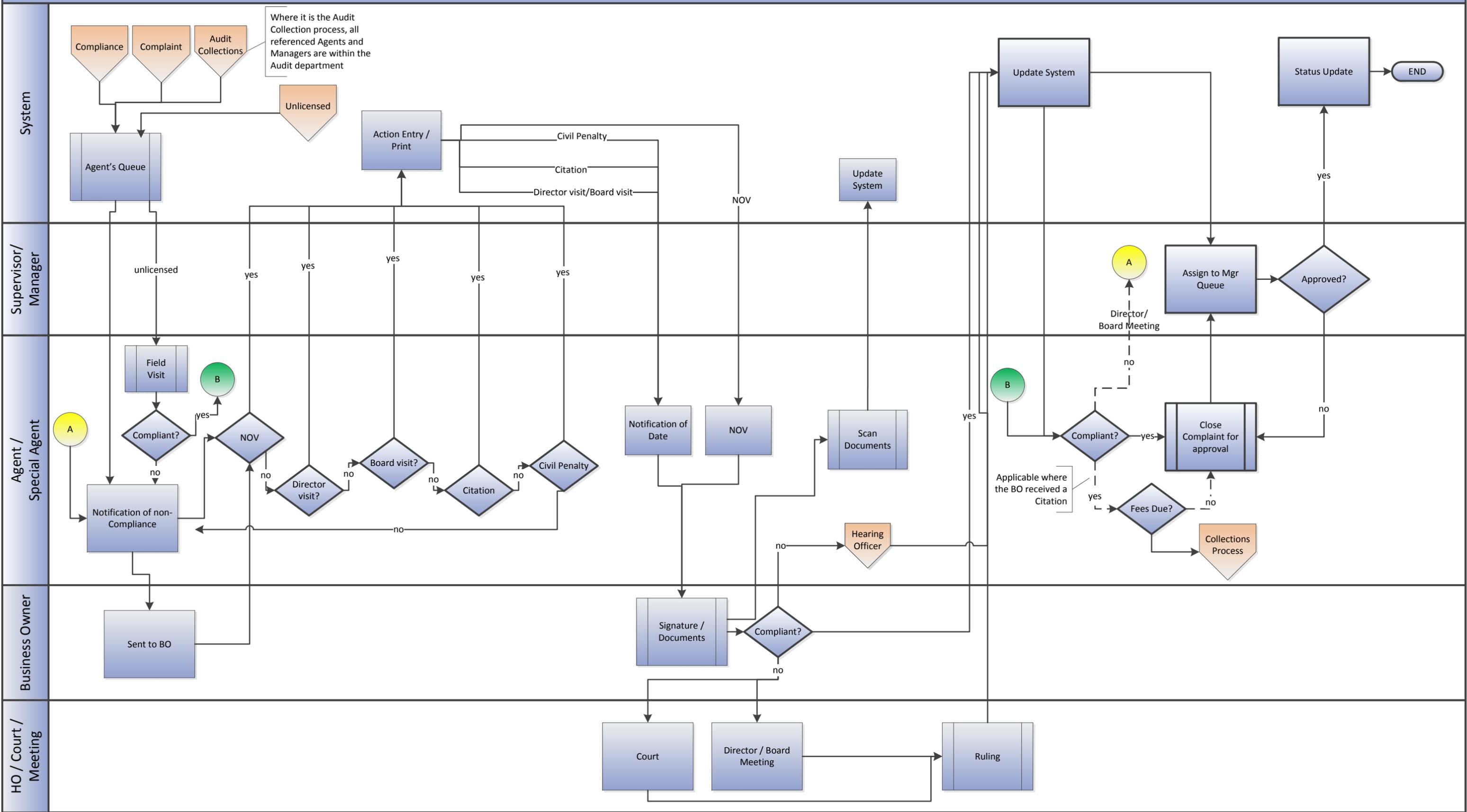
end

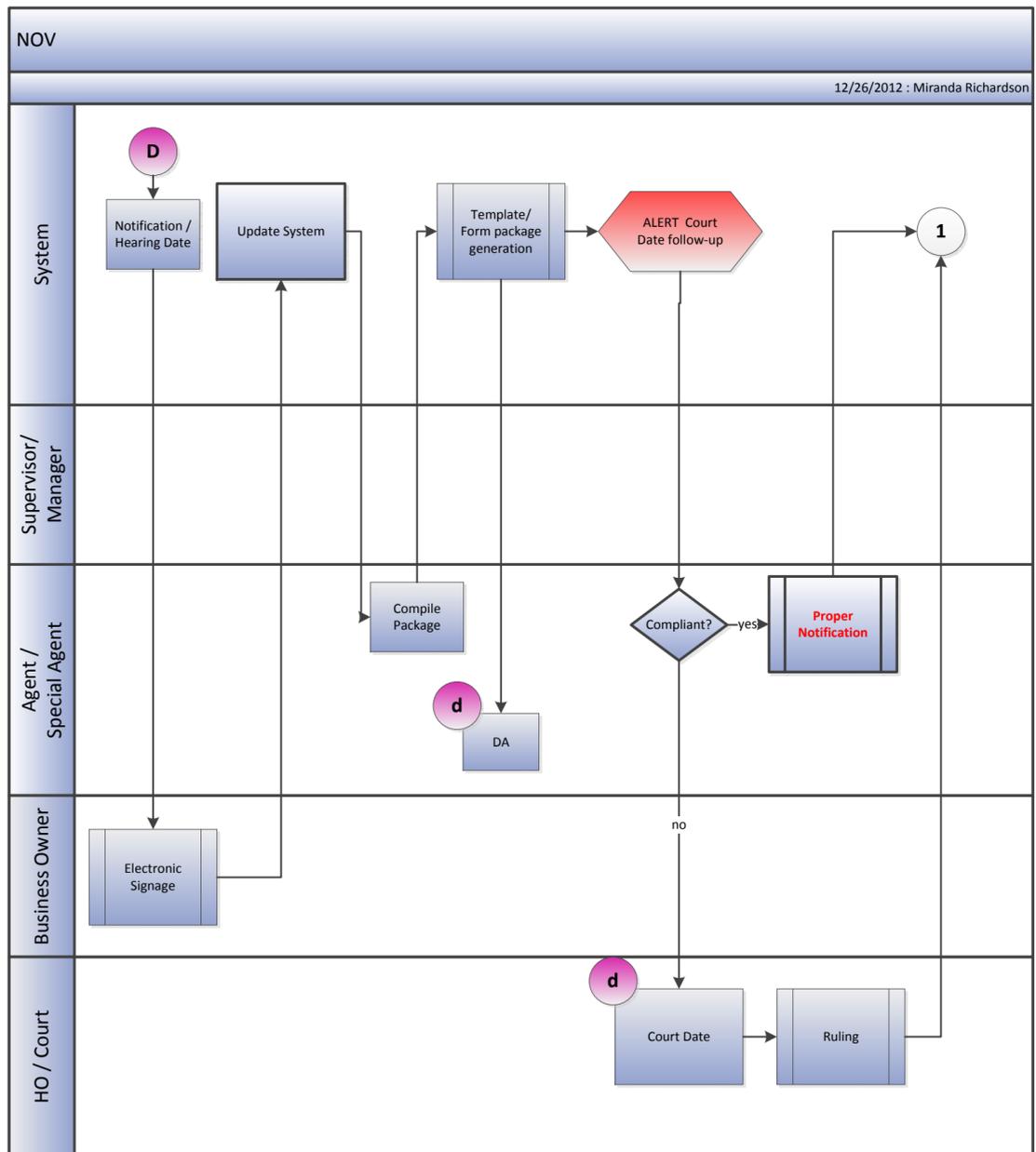
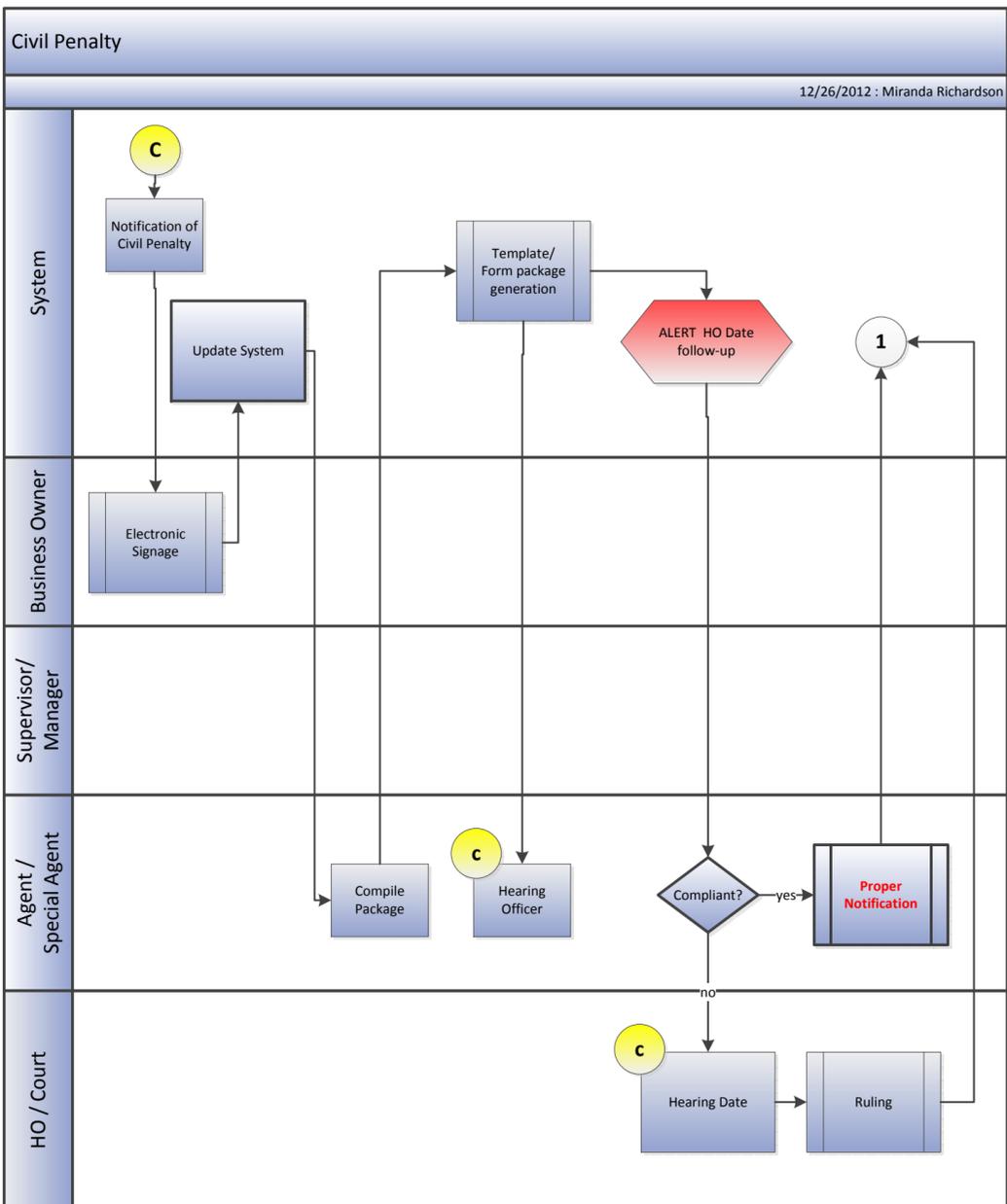
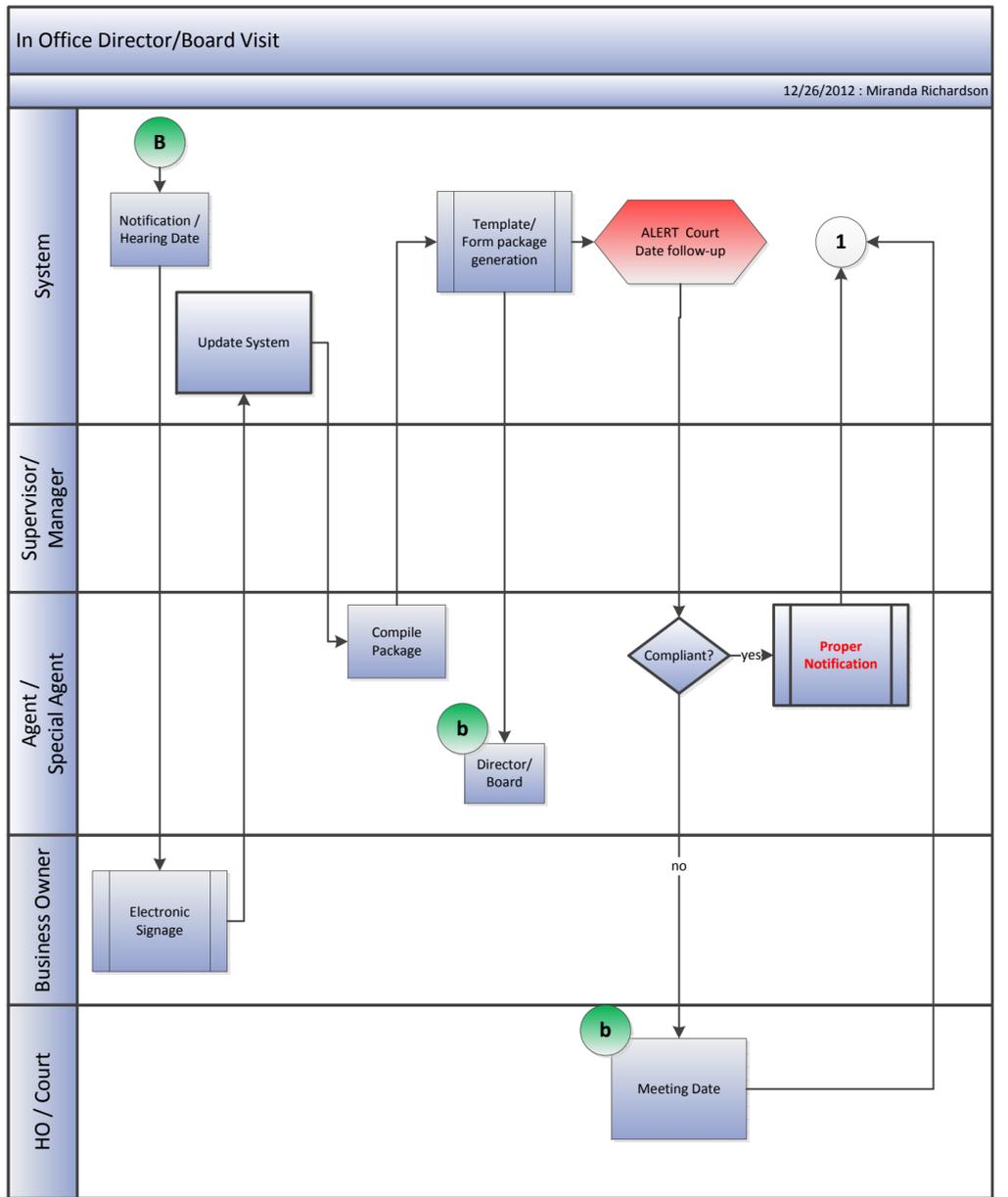
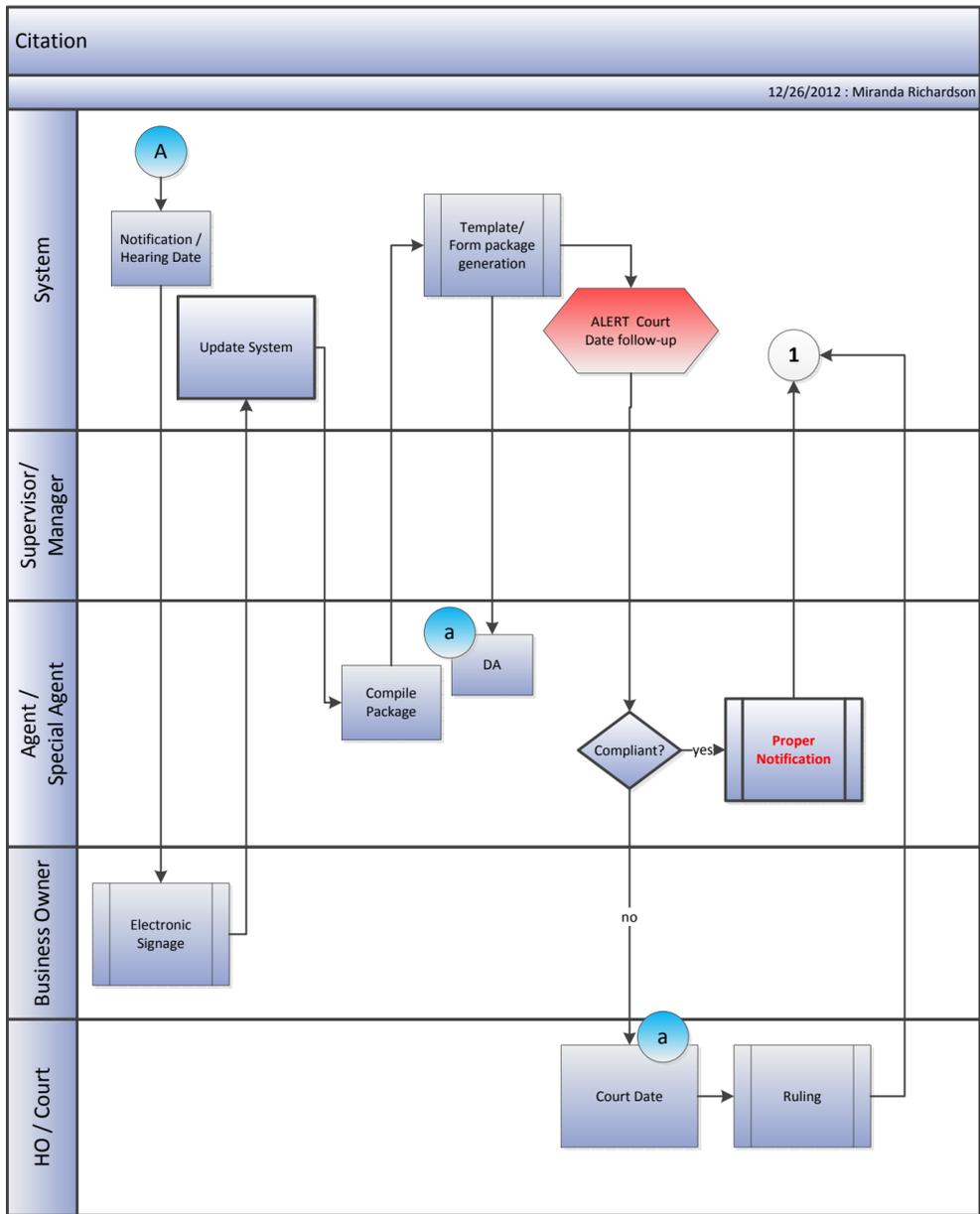
INTERNET
PORTAL

BL107-A-Payment Acceptance Online

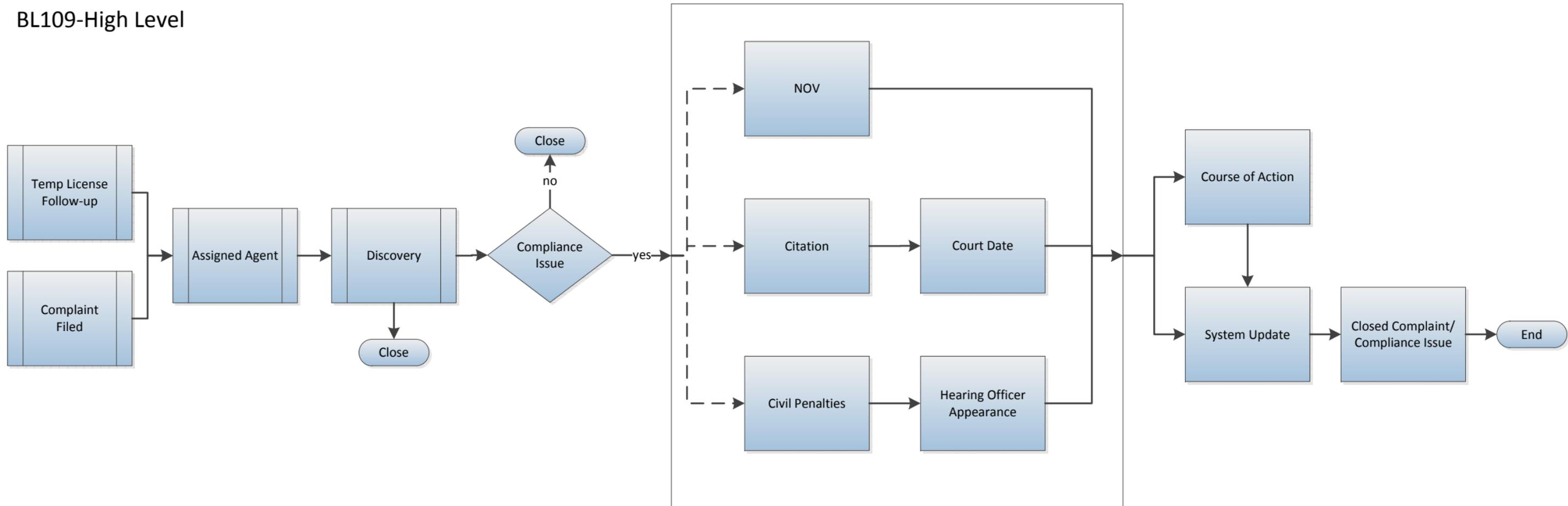








BL109-High Level



BL110-Out of Business Process

Business Rules

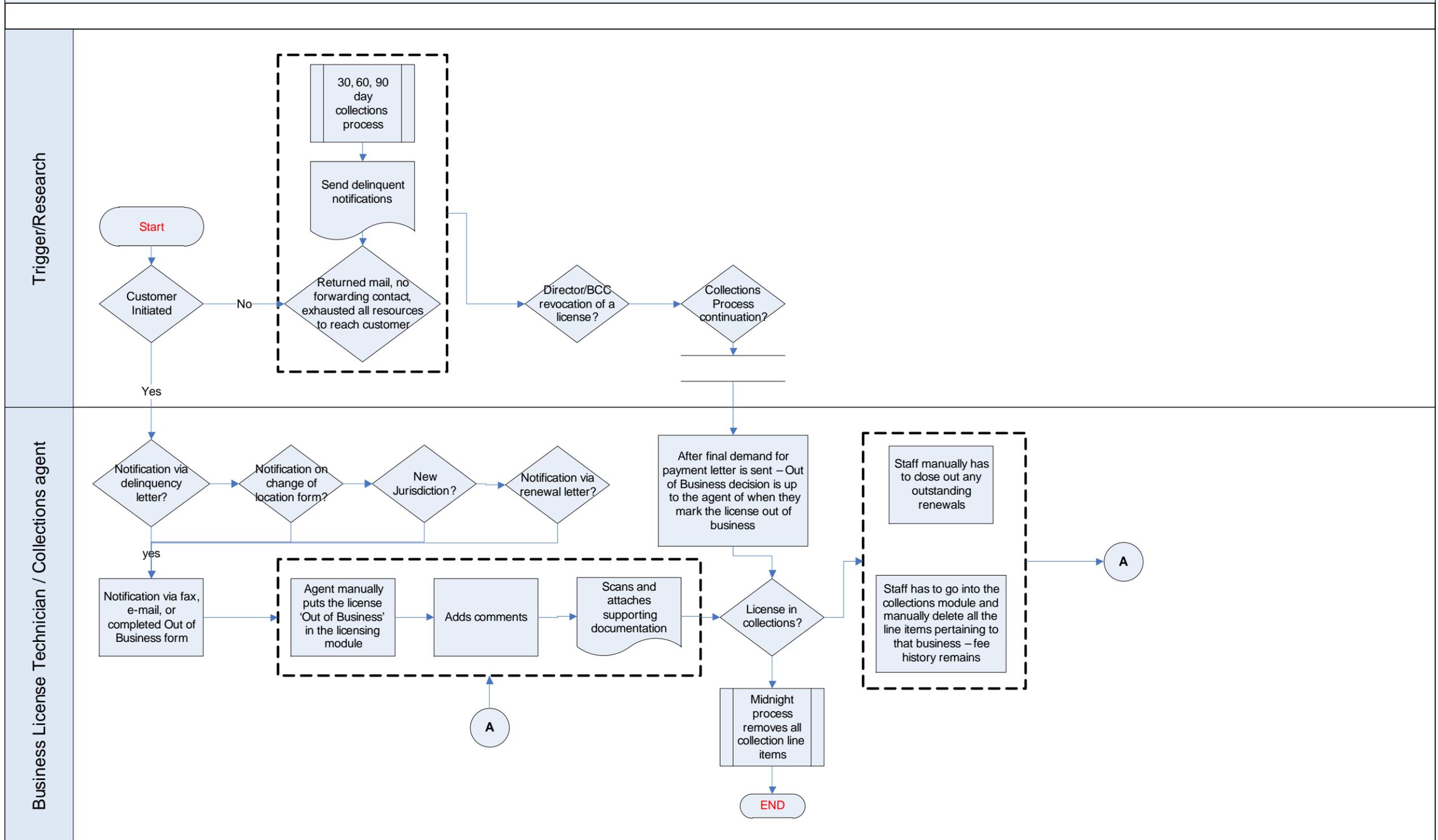
- There is no option on the renewal letter to disclose 'Out of Business' by the owner .
- The option to disclose 'Out of business' by the owner is available on the delinquency notice sent .
- For Reinstatement – customer has to pay all delinquent fees in cases of change in location and same location . Fee history is manually transferred to the new license .
- A License can only be in active , pending, Revenue/Delinquent, Out of Business or on hold statuses – if a license is on hold , it doesn't show up on the internet .

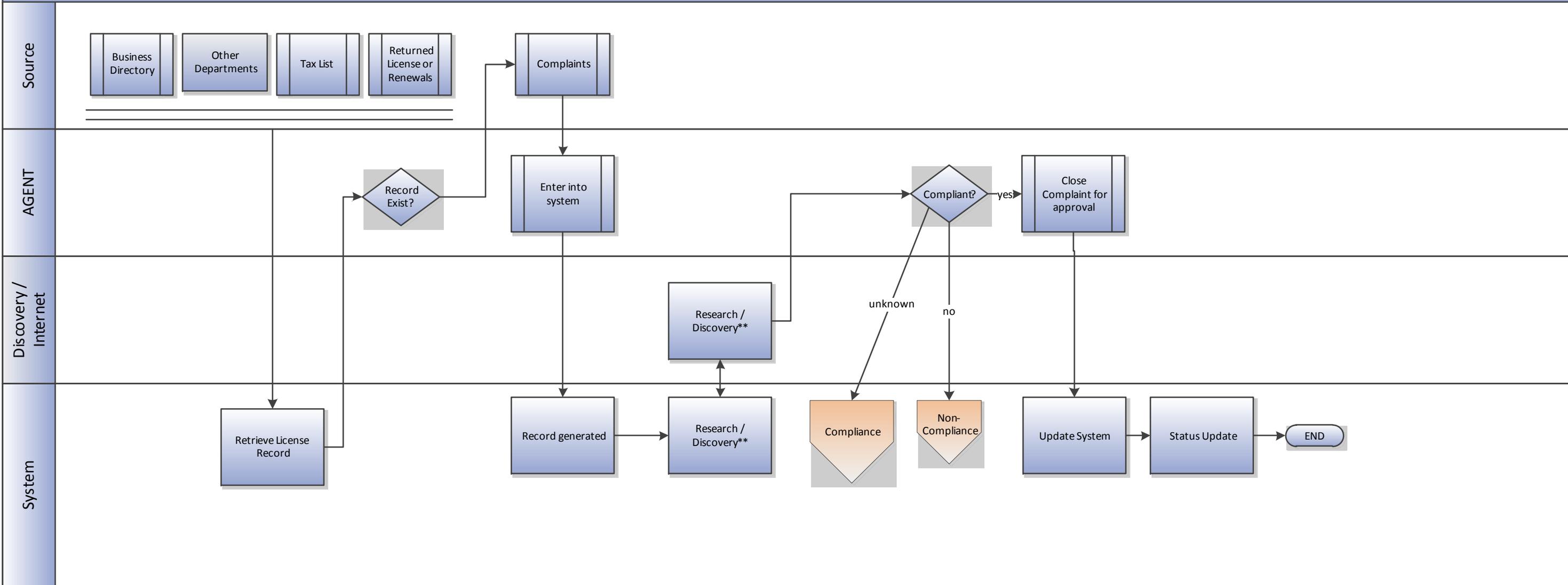
Documents / Forms / Reports Used

- Change of location form
- Out of Business Form
- 15 day Delinquency Renewal letter , 30/60/90 day Delinquency Renewal letter
- Final notice and Demand of Payment letter

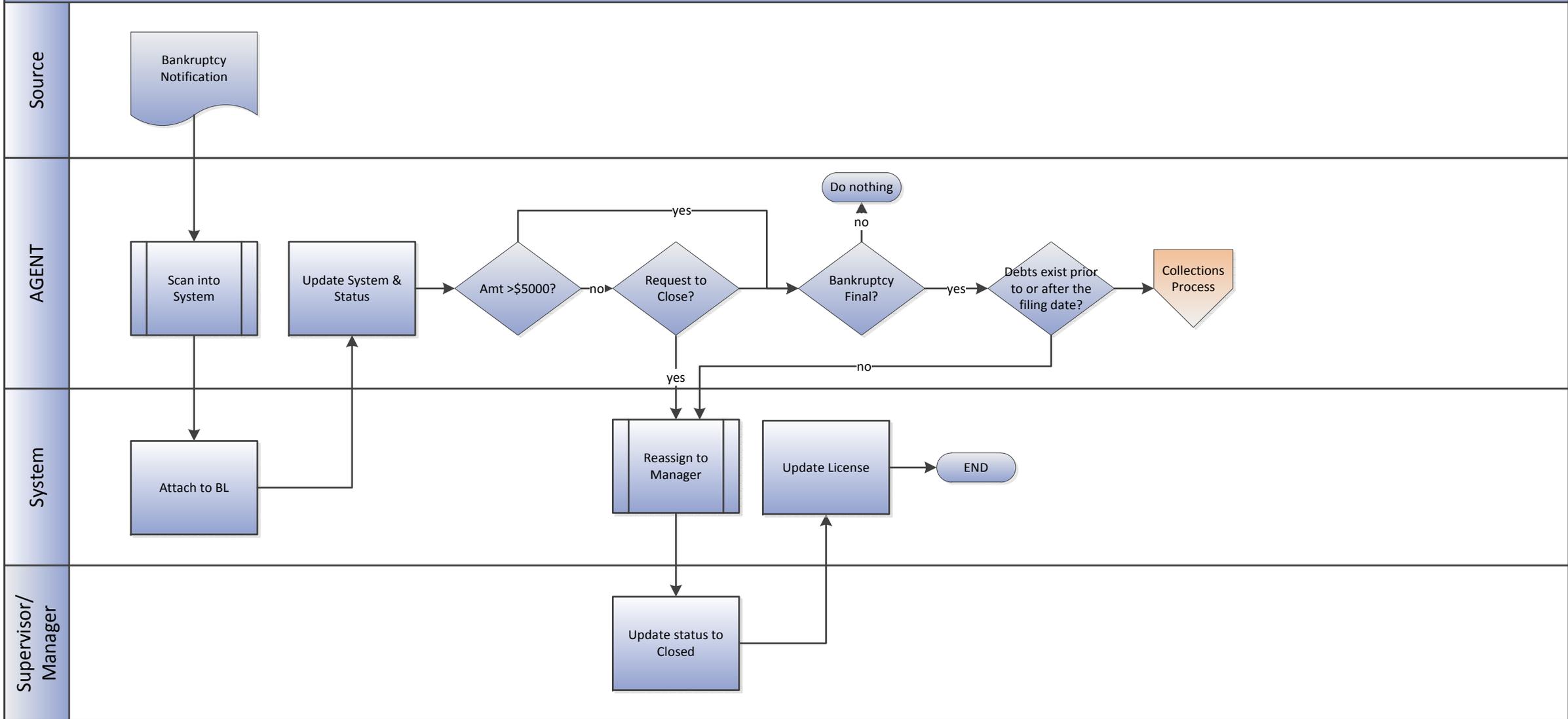
Current Issues

- The system does not display any comments under the Collection Activity once the license is marked as Out of Business .
- Proposed system enhancements
- Required field entry prior to allowing a business to be placed to the Out of Business status .
- Proposed business process improvements
- Online Out of Business process
- Required Comments

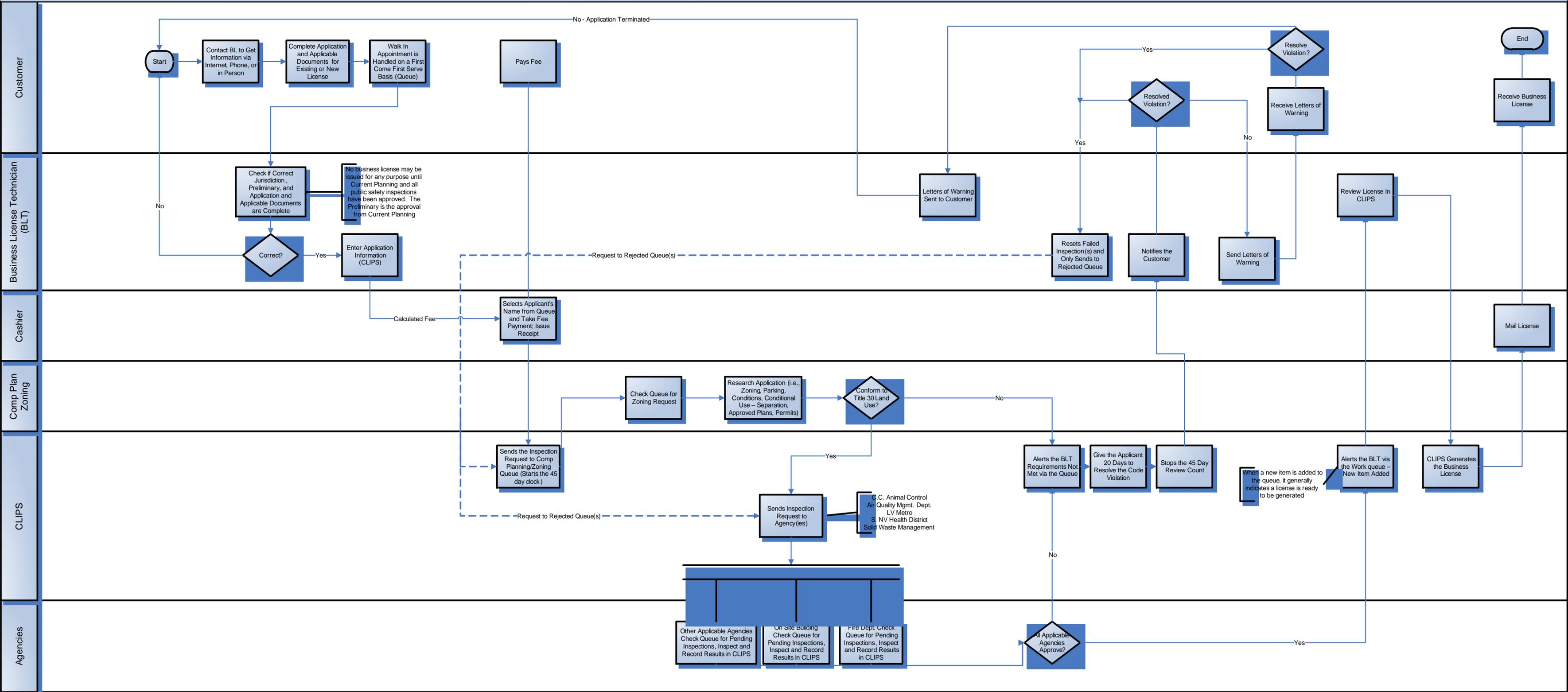


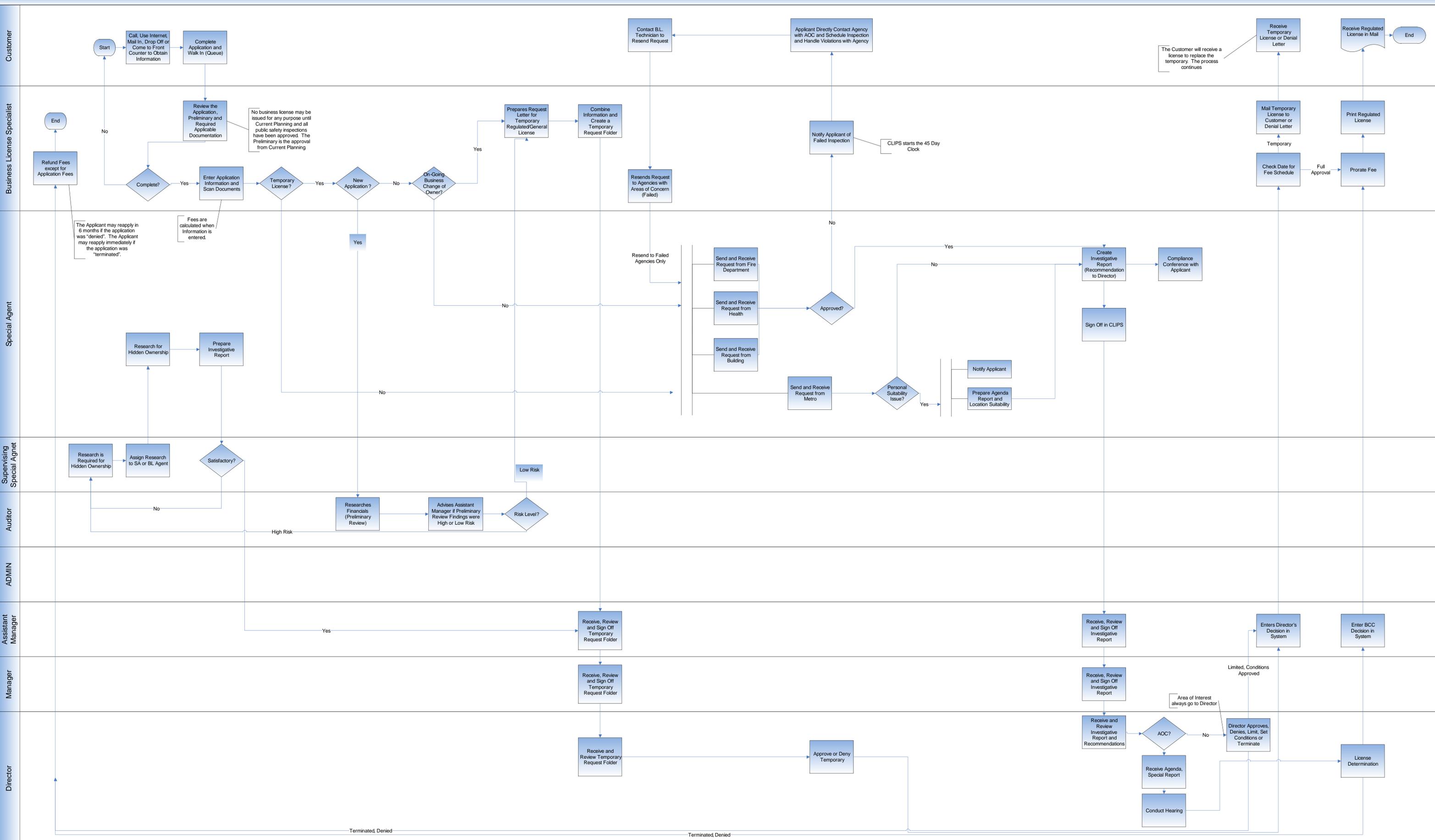


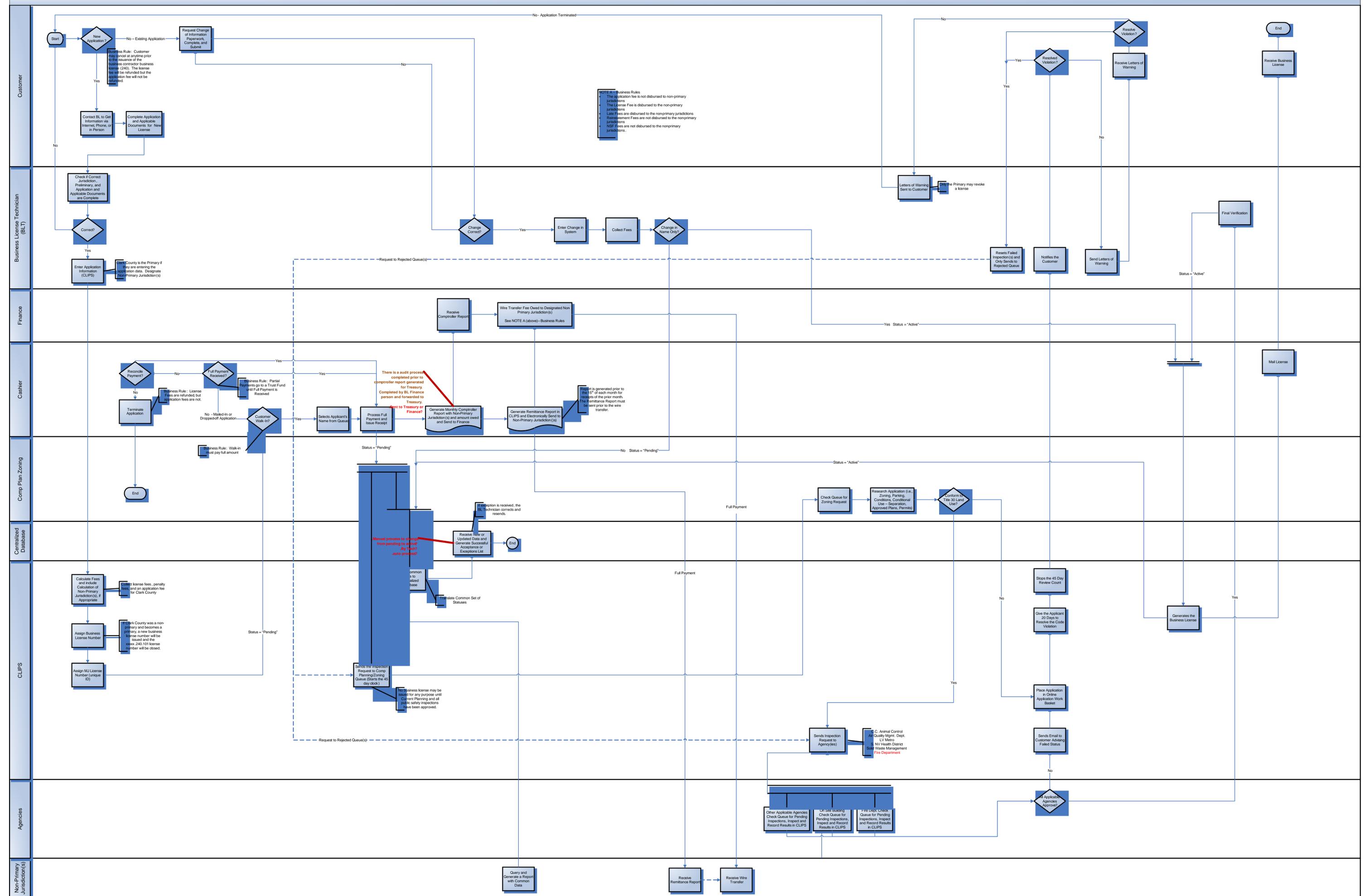
**** Tools used could be Google, Yellow Page, GISMO, Discovery, Internet Search, phone call, site visit, etc**



BL113-General Business License Application (Commercial, Residential, Industrial)







NOTE A - Business Rules

- The application fee is not disbursed to non-primary jurisdictions
- The License Fee is disbursed to the non-primary jurisdictions
- Late Fees are disbursed to the non-primary jurisdictions
- Reinstatement Fees are not disbursed to the non-primary jurisdictions
- NSF Fees are not disbursed to the non-primary jurisdictions

Business Rule: License Fees are refunded, but application fees are not.

Business Rule: Partial Payments go to a Trust Fund and Full Payment is Received

Business Rule: Walk-in must pay full amount

Manual process to change from pending to active

Request to Treasury or Finance?

There is an audit process completed prior to comptroller report generated for Treasury. Completed by BL Finance person and forwarded to Treasury.

Business Rule: License fees, penalty, and an application fee for Clark County

Business Rule: Clark County was a non-primary and becomes a primary, a new business license number will be issued and the non-primary license number will be closed.

C.C. Animal Control

Air Quality Mgmt. Dept.

LV Metro

SNV Health District

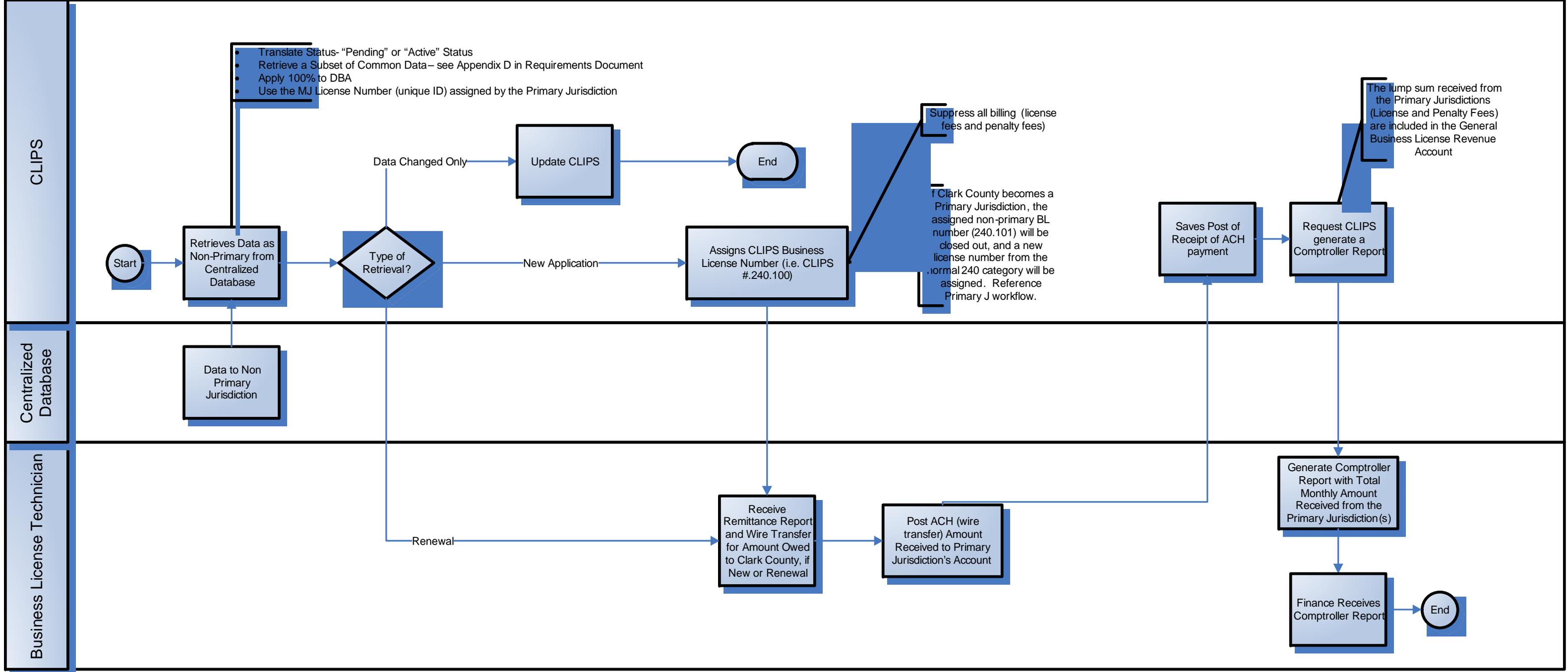
Solid Waste Management Fire Department

Other Applicable Agencies

LV Salt Building

FIRE Dept. Clark County

BL117-Multi-Jurisdictional – Non-Primary Jurisdiction



CLIPS

Centralized Database

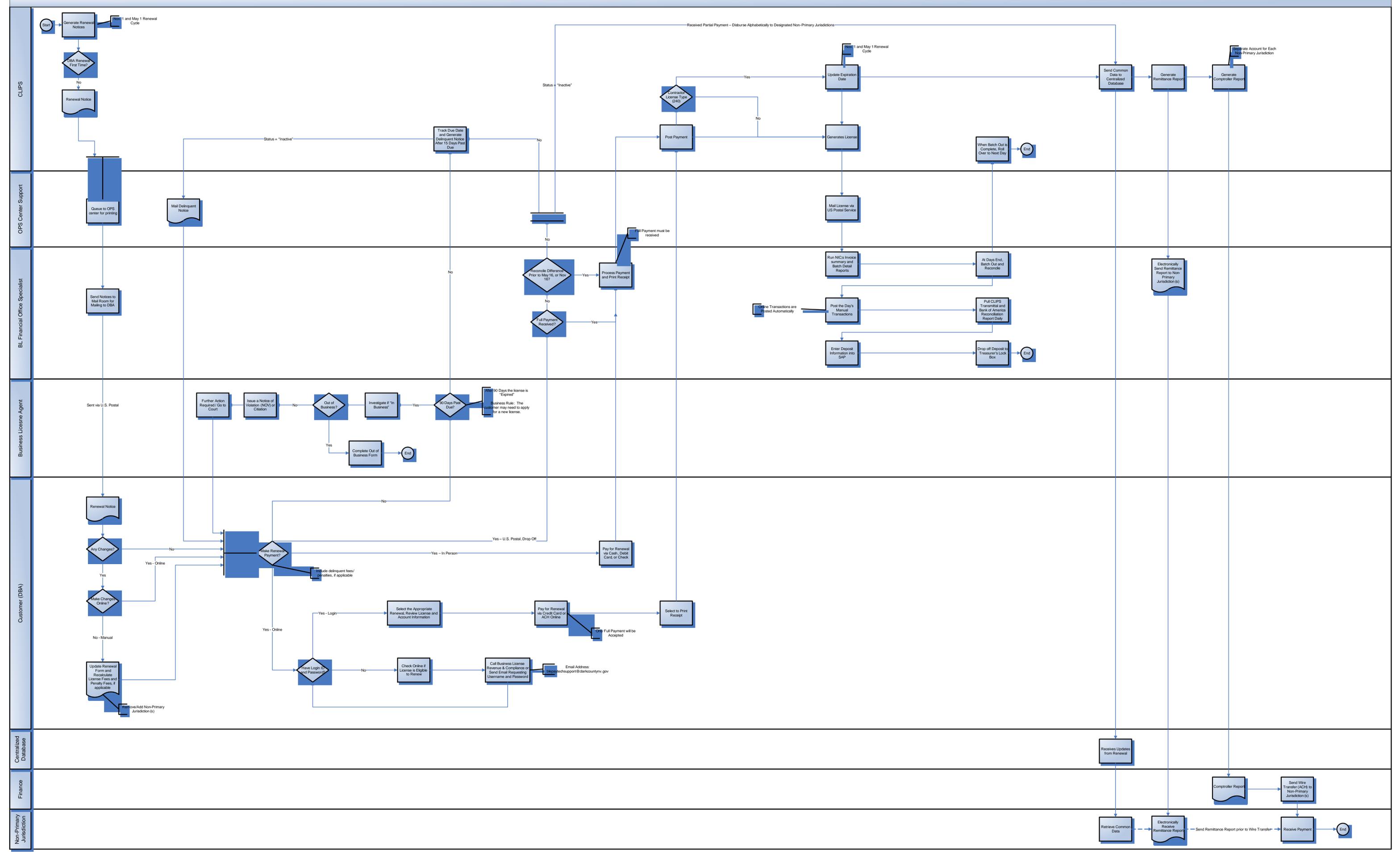
Business License Technician

- Translate Status- "Pending" or "Active" Status
- Retrieve a Subset of Common Data- see Appendix D in Requirements Document
- Apply 100% to DBA
- Use the MJ License Number (unique ID) assigned by the Primary Jurisdiction

Suppress all billing (license fees and penalty fees)

If Clark County becomes a Primary Jurisdiction, the assigned non-primary BL number (240.101) will be closed out, and a new license number from the normal 240 category will be assigned. Reference Primary J workflow.

The lump sum received from the Primary Jurisdictions (License and Penalty Fees) are included in the General Business License Revenue Account



Business Rules

- Customer has 30 calendar days to pay the renewal. There is an additional 15 day grace period for most business license categories. Note: Gaming has a quarterly renewal cycle. Flat fee gaming period has no grace period.
- The 15 day grace period triggers the system generated delinquency notice to the customer.
- System generates the delinquency notice by zip code and business license categories (general, regulated and privileged).
- Delinquent licenses are assigned to the collections agent by zip code and business license category.
- Collection Agent's queue is based on each delinquent cycle (15, 30, 60, 90 day). Depending on the business license category, multiple agents can be assigned per zip code.
- If a customer has multiple business licenses and some of them happen to be delinquent/overdue, the system will not print the rest of the business licenses until all delinquent renewals are paid.
- Payment can be made via cash or check in person or by mail only.
- Collections revenue report displays the last 30 days or less worth of delinquent activity.

Documents / Forms / Reports Used

- Change of location form;
- Out of Location form;
- Delinquency Notice;
- Final Demand for Payment Letter;
- Business License Renewal form;
- Collections Revenue Report;

Current Issues

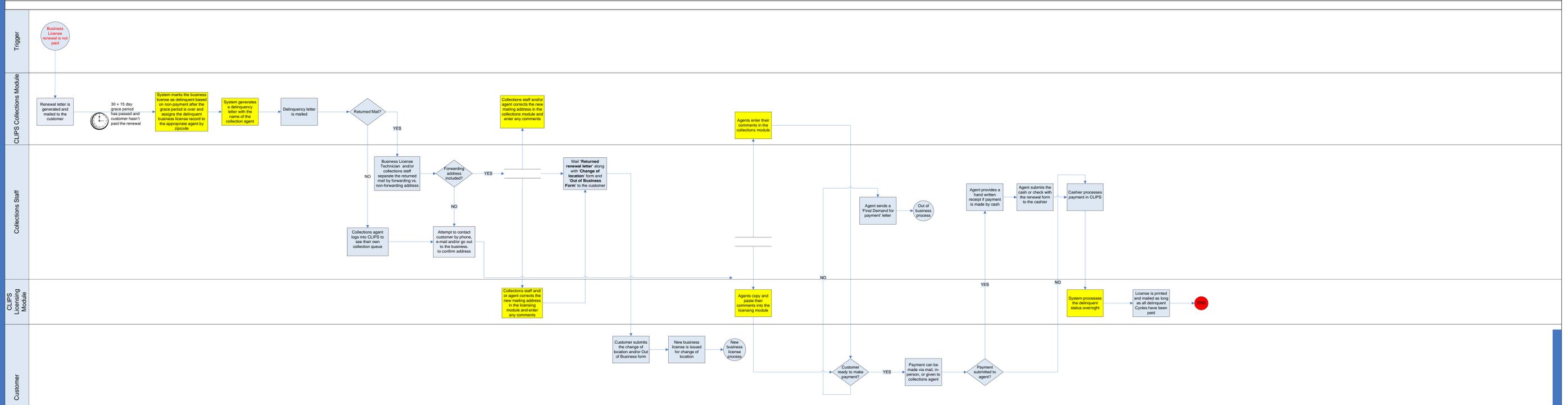
- No interface between licensing and collections module; Redundant data entry by collections staff. Agents copy and paste their comments (and mailing address if it's returned mail) from the collections module to the licensing module every time they comment on that specific license.
- Business License agents do not have the ability to select multiple collection records and apply a change to each of the selected records at one time. For example: Agents have to address each line item separately in order to enter their comments.
- There is no automated systematic process of distributing outstanding renewals by zip code to any newly hired business license agents in the collections module. All collections cases have to be manually assigned to a new agent.
- Delinquent licenses are manually re-assigned for collections agents that no longer work for the county.
- Currently, the collections module does not show the total number of outstanding renewals per license in the collections view screen.
- A single location or business owner can have multiple visits from several field agents within a short period of time. The business owner can receive conflicting information from a Liquor and Gaming agent and a general agent. Business License proposes one agent assigned per business.
- Business License would like the capability to manage collection field agents time by providing the ability to visit multiple businesses in one geographic location.
- Delinquent cycles are being distributed to multiple agents (usually 2).
- Agent's queue changes based on each delinquent cycle (15, 30, 60, 90 day). Depending on the business license category, multiple agents are assigned per zip code.
- There is no audit trail/history being maintained in the collections module. Once the license is paid, the user does not have the ability to pull up the delinquent license history in the collections module. History is maintained ONLY for those licenses that end up in collections for a second time.
- No audit trail/history is being maintained for any re-assignment from one collections agent to another.
- License is printed and mailed ONLY if all delinquent cycles have been paid.
- Currently Business License's collection revenue is reported by "contacted" date instead of "payment date". Use of a payment date will more accurately reflect how much was collected in the current period of time.
- Zip code assignments are limited to only Clark county. The out of state licenses do not get assigned to anyone.

Proposed system enhancements

- Include collections comment & delinquency history as part of the licensing module. Permissions and access TBD.
- Every renewal creates a line item in the work queue. When an agent/staff adds an activity, it adds it in every line item of that license. The comment should apply to that license instead of the renewal per line item.
- The license view screen should show the current property owner's name (from the assessor's office) next to the Parcel field.
- The license view screen should show all the comments (comment history) that was entered by the Collections staff (regardless of whether license is paid up or not) - specifically, show all comments entered under the 'Collections Activity'.
- Modify existing Collections revenue report to be based on the collections payment date rather than "contacted" date. The report should also show the agent's name that last logged in / contacted the customer. Any outstanding payment activity should show up on that report.
- Collections agent should be assigned systematically by business license category first (in order - privileged, regulated and general) and then by zip code. That way, one agent is assigned to a license.
- Special Note: The Privileged license will take precedence over automatic zip code assignments for all delinquent accounts when assigning collections agents. Therefore all licenses for that particular business will be assigned to a privileged license collections agent.
- System should auto-populate the "Final Demand for Payment letter" with the agent's fax number in the collection's module.
- Remove agent's name from showing up in the first delinquent letter (15-day cycle) that's sent out to the customer. Instead, add the payment inquiry hotline number for customer concerns/questions. The agent's name should show on the rest of the delinquent letters (30, 90 day cycles).
 - 8. Remove the agent's name from the license view screen under the 'Collections Activity' area for the 15-day system generated delinquent letter. Change system comment to state 'System generated delinquency letter mailed.' or something similar.
 - 9. Add a new field to enter the zip code under the 'Collections - search' screen.
- System should distribute outstanding renewals by category and zip code (over a timeframe - e.g. over 90 days delinquent) to any newly hired business license agents in the collections module.
- The collections module should show the total number of outstanding renewals per license in the collections view screen. Once the user selects the license number, the system should display the number of delinquent days for each cycle for that business. Note: The renewal letter should not change.
- The collections module should have the ability to display multiple businesses in one geographic location. This will help the collections agent manage their time more effectively.
- Once payment has been made, the system should remove the 'Warning - In Collections' flag immediately so that the license can be printed. Currently, the delinquent status is processed overnight.
- All agents need access to add NOV / Citations in the collections module. Currently, only the finance collections agents have access to this functionality.
- The system needs to maintain a history to show if there are any other collections letters that are systematically generated after the initial 15-day delinquent letter.
- All delinquent licenses that were assigned to staff that no longer work for the county need to be automatically assigned to collections agents. Note: Business rules need to be established.
- All previous delinquency status/history should be displayed for any reinstated business licenses.

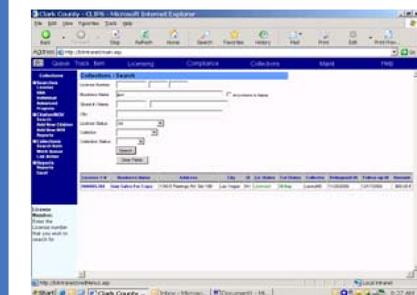
Proposed business process improvement

Introduce policies / code / procedures and train staff to handle events when customer stays in collections for a long period of time (e.g. over 6 months - 1 Year).
Train all staff on current CLIPS functionality and newly added CLIPS enhancements.

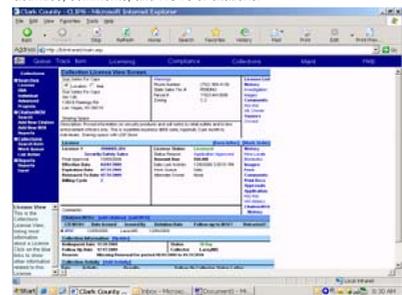


1) Collections Module Search Feature:

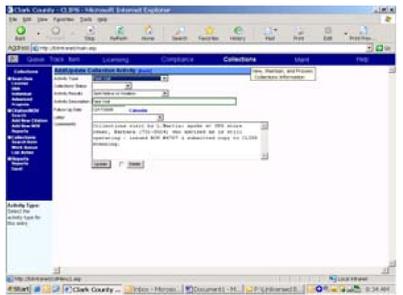
You can search for collections by name, address or lic#...



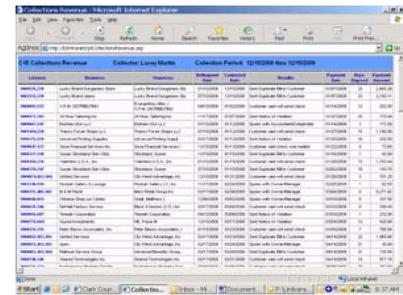
2) In this case, there is one "line-item", thus only one renewal past-due for this license. Click on the license # of this line-item to take you to the actual collections license view screen (note - if more than one renewal is due, there will be multiple line-items and you will need to repeat steps for each line-item). From here, you can add your activities, comments, and NOV's or citations.



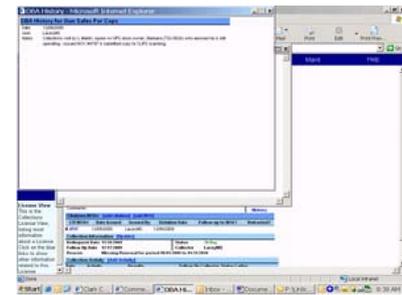
3) To add an activity to the collections license, click on the "add activity" feature and it will take you to the add/update collection activity screen. This allows you to put your visits, phone calls, etc in the system & log the staff person who dealt with the customer last.



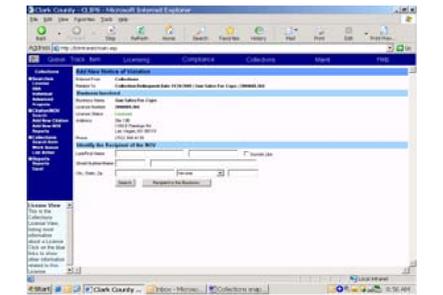
4) The purpose of this is if the customer submits payment, the last staff person will show up on the collections revenue report as the person who collected the money.



5) After adding your activity, you should cut and paste into the "comments" Section as well. You can do this in the collections module. The purpose of this is so that anyone who has access to CLIPS can look at your comments in ANY module. Comments is seen here as the DBA History Screen:



6) If an NOV or Citation was issued, the staff person needs to click add citation or add NOV in the collections module as well and follow the steps to log it into the system. See below for the add new notice of violation screen. The purpose of this is that the NOV will now be visible in ANY module.



7) Finally, if the staff person confirms the business is no longer operating and therefore "uncollectible", the staff person needs to go to the licensing module and locate the same license to place it out of business. First see the license view screen.

8) Click on OOB feature and this will take you to the "set license out of business status screen". Place license OOB when uncollectible.

