Dept Name: Business License
Process Name: Collections
Use Case Number: BL02-01
Created by (BA/BL/SME): Miranda Richardson / Allison Gigante

Use Case Name: Collections Process		
Level: User Goal		
Description: There are various considerations for the Collections process based on the type of Business License that is in or going into the Collections process. The below steps show what these steps are.		
Precondition: A business license has fees past due		
Primary Actor: the System		
Secondary Actor: Senior Agent / Agent		
Related Use Case(s): BL10-02 Out of Business-No Response BL06-01 Business License Renewal BL10-01 Out of Business-Placing Business OB - BO Initiated		
Success: Alert at 90th day deliquent		
Actor	**System**	**Rate**
1. Agent conducts a series of manual discovery steps to confirm it is a business to be placed out of business. Confirming that the business(es) is not operating.	2. Where the System assigns specific licenses to an Agent, the System queries and returns additional businesses that have the same: 1) DBA name; and 2) business address as the license(s) that are requesting Out of Business status. Allowing the Agent to select any additional related businesses that maybe/are to be also placed in Out of Business status as well.	
3. Collecting Agent may select additional licenses	4. Where the business owner does not respond to their renewal letter, at 60 days delinquent the system places their license in Revoked-Delinquent status. The System notifies the Agent of the same.	
5. The Agent has access to generate delinquent notifications to the business, creating an audit trail with the license record. Recording what is sent and when triggered by the specific agent.	6. The System allows the Agent to confirm steps taken and comments.	
	7. The System alerts assigned agent at the 90th day delinquent.	
8. Refer to **Placing out of business-No Response**		
Alternate Path 1:		
Where the license is a MJ Contractor's license it is assigned to the appropriate agent to handle MJ licenses.		
Alternate Path 2:		
Where the license is a MJ Contractor's license and Clark County is the Primary, the Agent is responsible for collecting fees due for all Primary and NonPrimary Jurisdictions. The System		

calculates and maintains all late fees for all Jurisidictions.	
Alternate Path 1:	
1.1 At step 4, where the license is for a Liquor & Gaming, the record status remains as active.	
Alternate Path 2:	
2.1 At step 5, mail may be returned via US Postal service where the address of the business is no longer correct. In this type of instance, the Agent further researches the business. Where the Agent has not completed required validation points, they are able to return to the profile and changes are not committed.	
Alternate Path 3:	
3.1 At step 1, the Owner may request a promise to pay; allowing the business to be placed into the Revoked – Delinquent status. The license must be paid in full of all fees prior to being placed in Licensed status. The license is placed into 60-day delinquent collections work flow.	

Business Rules:

- Where a business is 60 days delinquent in fees, they are placed in Revoked / Delinquent status unless L&G license.
- L&G License is only Licensed and Out of Business status.
- Assigned agent(s) is alerted at the 15, 30, 60 and 90 day delinquency.
- Where a business is being placed out of business by Agent, in order to commit changes, the agent must confirm the required actions have been performed.
- Where a business is 60 days delinquent in fees, they are placed in Revoked / Delinquent status.
- The assigned agent is alerted at the 15, 30, 60 and 90 day delinquency.
- Where a license is placed OB, and a payment is made afterwards, the last acting Agent shows credit.
- Business Owner can make a payment at anytime during the collections process in person, online or via Manage My Account.
- Any and all attachments to a license is kept within the record and routed with the collections processes.

Design:

1. Agents are able to create / view all tasks in their workbasket using data perimeter filters. Including:
   - Agent Assigned;
   - License Number;
   - Business Owner Name;
   - Business Owner Address;
   - License Status;
   - DBA name.
2. All related businesses, coming intocollections status, are assigned to the same agent, based on the following ranking:
   - Priveledged
   - Non-Priveledged
   - Room Tax

Security Requirement(s):

Data Retention:

Search Criteria:

Comments:

1. A business license may be placed in the collections work flow for all types of licenses; from various different work flows;

2. The work flow for collections is the same work flow for all licenses and where it stems from any other work flow.

Dept Name: Business License
Process Name: New Business License Application
Use Case Number: BL03-01
Created by (BA/BL/SME): Miranda Richardson/Alan Bacon / Lisa Bayley / Martin Boyett (pending response) / Karyn Keehr / Jen Nakata / Tina McColl / Lori Terry

Use Case Name: Applying for a new Business License
Level: User Goal
Description: Based on the following Use Case, the Applicant is able to apply for a new Business License using the Online application and/or accessing their Manage my Account profile online. The same application is accessible to the Business License Tech when the Applicant opts to mail in or apply for the license in person. The Application is accessible via the internet and is the same workflow used by the Applicant or internally by the Business License Tech / Business License Specialist.
Precondition: Applicant has new business to be licensed
Primary Actor: BLT / BLS / Applicant (hereinafter User)
Secondary Actor: the System
Third Actor: Business License Mail Room
Fourth Actor: GIS (or designated addressing system of record)
Related Use Case(s): BL09-02 Daily Reconciliation – Payment Online BL09-01 Daily Reconciliation-Pymt Processing In Person BL03-02 Process a New Application-Franchise BL03-03 Process a New Application - General BL03-04 Process a New Application – LiqGaming BL03-05 Process a New Application – Regulated BL04-03 Temporary License BL09-01MultiJurisdiction Contractor Requirements
Success: Submission of Application

Actor	System	Rate
1. The User is able to access the New Business License Application via online		
2. The User is able to select to Create a new Application	3. The System displays the new application User interface	
	4. The System creates and assigns an Application ID# for that session and information entered.	
5. The User is able to request and designate if the requesting Applicant is an Authorized Agent or the actual Business Owner applying		
6. The User is able to enter data into the requested fields		
7. The User is able to enter a unique Username	8. The System verifies if the Username is not already in use upon entry	
9. The User is able to double entry of the password for future access to their account, and confirmation of the same	10. The System verifies the password meets Clark County password strength requirements	
11. The User selects to submit all information entered	12. The System displays a confirmation page displaying all information as entered allowing the User to commit	
13. The User has the option to begin an additional Business License application		

14. The User is able to Save and proceed to the next step of the application	15. The System displays Fees due, based on the information entered by Applicant, and Application Review displaying all questions and answers entered by Applicant	
16. The User is able to select to make payment for the specific Application	17. The System forwards the User to the payment interface. Refer to Use Case **Daily Reconciliation- Online**	
	18. The System applies the payment to the Application ID generated for the specific session	
	19. The System forwards the record of information, including the application and any attached information, to the appropriate License Category's workbasket based on the category of the License requested	
	20. The System alerts the designated Agents(assigned to the specific workbasket category) of the new application assigned	
	21. See Use Case **Processing a New Application**	
Alternate Path 1:		
At step 1, where the Applicant mailed in their application and payment, specific application information is entered by the Mail Room creating an Application ID to reference the payment. Payments are then routed to the R&C for processing, and Application is forwarded to a Business License Tech/ Business License Specialist to complete application. Continue step 5.		**W**
Alternate Path 1a:		
R&C is able to access the record entered and process the Applicant's payment, posting it to the specific Application ID#.		
Alternate Path 1b:		
The Business License Tech/Business License Specialist is able to access the assigned Application ID# and complete entering the application information.		
Alternate Path 1c:		
Where the Applicant is applying in person, the System allows the Business License Tech to save the Application, and place it in the R&C workbasket for the Owner to make a payment with the Cashier. Refer to Use Case **Daily Reconciliation – In Person**		
Alternate Path 1d:		
At step 5, the User has the option of saving the application and paying fees due in person by referencing the Application ID#		
Alternate Path 2:		
At step 5, the Applicant is able to select to chat live with an available Business License Tech and/or Agent.		**W**
Alternate Path 3:		
At step 1, the User is able to select Find My NAICS Code. The System displays a series of rule based questions, driven by the answers given. The system displays the NAICS Code for the specified business.		
Alternate Path 3a:		
At step 5, where the User has not obtained the NAICS code, the System displays the option to walk through the series of rule based questions to assess the applicable NAICS code. The System displays the NAICS Code for the specified business and populates the NAICS field with the same.		
Alternate Path 3b:		
The System allows the User to apply the NAICS Code and begin a new application.		
Alternate Path 4:		
At step 2, where the User has previously started an application and received an Application ID#, the User may search by the Application ID # to continue the specified application. The internal User is able		

to search by Business Owner Name, Business Name, Application ID# DBA Name.	
Alternate Path 5:	
At step 5, where the User has not completed required fields, the System displays the required fields allowing the User to return and complete. The User is not allowed to continue until required fields are entered.	
Alternate Path 5a:	
The User is able to exit the application and return at another time to complete the application, within 7 days of the Application ID# creation. The System stores the incomplete Application the designated number of days, based on the category type, and then is removed from the System. Continue step 14.	
Alternate Path 6:	
At step 15, where the User selects to Review Fees, the System displays an Invoice Summary displaying line items of fees to be incurred for the application, based on the answers entered by the Applicant, Business License Category type, assigned Category fees and any additionally incurred fees.	
Alternate Path 6a:	
Designated internal Users are able to edit fees due (increase, decrease), and/or void specific fees during the application process.	
Alternate Path 6b:	
Where the internal user edits fees due, the System records the specific fee data before and after the edit, and allows the User to designate a reason for the edit. The System creates an audit record of the User, date and time.	
Alternate Path 7:	
At step 5, where the Applicant has entered the Business Address, and the System verifies the address as a valid address, using the integrated addressing system of record.	
Alternate Path 7a:	
At Alternate path 5, where the System does not recognize the address as entered, the addressing system of record shall return a suggested address. Where there is no recognized or similar addressing found, the System allows the User to continue with the Application process using the information entered.	
Alternate Path 7b:	
If the User enters an address outside the Clark County jurisdiction, the system should display qualifying questions to determine whether the customer will be doing business in the county before routing them to the appropriate jurisdiction.	
Alternate Path 7c:	
The system should verify the Business Location against the designated addressing system of record, to ensure the parcel information is properly captured. Note: Only for Clark county addresses.	
Alternate Path 7d:	
The system should allow the User to select the range of their address within the existing jurisdiction locator to determine whether they are in/out of jurisdiction (if the address happens to have multiple hits).	
Alternate Path 7e:	
Where the business address is outside of the Clark County jurisdiction, the System allows the User to continue the application and submit. Upon submittal the application is forwarded to a designated Agent for processing.	
Alternate Path 8:	
At step 5 (Design Section VI), where the User has selected 'Yes' to any Fire Survey questions, upon submitting the application, an email notification containing the Permit Survey and specific application information is forwarded to the designated email for Fire Department.	
Alternate Path 9:	
At step 5 (Design Section VI), where the User has selected Yes to numbers 7 and/or 8 of the survey, upon the Application being submitted by the User, and submitted by the Business License department for review, the Application is forwarded to the Building Division for review / approval, via the System. See Use Case **Processing a New Application.**	
Alternate Path 10:	

At step 5 (Design Section VI), where the User has selected Yes to numbers 7 and/or 8 of the survey, upon the Application being submitted by the User, and submitted by the Business License department for review, the Application is forwarded to the Comp Planning Department for review / approval via the System. See Use Case **Processing a New Application.**	
Alternate Path 11:	
At step 5, where the Business is a Franchise, the Applicant is walked through the Franchise Application question and answer.	
Alternate Path 11a:	
The Applicant is able to select that they have already submitted the Franchise Application. The System allows them to continue completing the Business License Application online. Continue step 6.	
Alternate Path 11b:	
Where the User is internal, the System allows them to create a Franchise Application, linking it to the Business License / Business License Application.	
Alternate Path 12:	
At step 15, the User has the option to Print the application, Review Fees and/or Save and Continue.	
Alternate Path 13a:	
At step 15, where the User selects to Print the Application, the System displays the Application in a printable format.	
Alternate Path 13b:	
Where the User opts to 'Review Fees', the User is given the option to make a payment via credit card or ACH, Pay Another License, and/or Print Invoice.	
Alternate Path 14:	
At step 15, the System sends a verification e-mail to the customer in order to validate the e-mail address.	
Alternate Path 15:	
At step 15, the System sends an acknowledge e-mail to the designated email address, when the license application has been submitted confirming the same.	
Alternate Path 16:	
At step 5, for all Liquor & Gaming, Regulated and Privileged licenses, the system should allow the customer to complete the application and provide a link to download the investigative packets towards the end of the process.	
Alternate Path 17:	
As step 5, the system should allow Users to schedule an appointment by selecting an available day and time for Liquor & Gaming, Regulated and Privileged licenses. The system should schedule appointments against the existing shared mailbox in outlook.	
Alternate Path 18:	
At step 5, where the Applicant has not entered a System Unique Username, the System alerts the Applicant of the same, allowing them to return and re-enter another Username. The System continues to verify the Username until the Applicant enters a unique Username, and then commits the same.	
Alternate Path 19:	
At step 9, where the Applicant has not entered an acceptable password, the System alerts the Applicant of the same, allowing them to return and re-enter another password. The System continues to verify the strength of the password until it meets the set strength criteria.	
Alternate Path 20:	
At step 5, the System allow the User to enter any address (Clark county, in-instate, out of state, PO Box, APN number) in order to verify jurisdiction. Note: Validation is not required for Out of State addresses; Validation will be required for Clark County addresses.	
Alternate Path 21:	
At step 12, the User has the option to return to a section of the application to edit and/or make changes to the application.	
Alternate Path 22:	

At step 15, the internal User has the option to create an additional application for the same Applicant or to create an additional license for a new owner, non-related. Where the User selects to create an additional Business License application for the same Business Owner, the System prepopulates the Applicant information and business address entered from the prior application and walks the User through the application within the same Application ID#. Continue step 6. Where the User selects to create an additional Business License application, non-related, the System generate a new Application ID#. Continue step 2.	
Alternate Path 22a:	
At step 5, where the User is internal, the System searches and displays any license records (not active, active, out of business, complaints, etc) based on the Business Owner information entered.	
Alternate Path 22b:	
The System allows the User to link additional new applications and / or existing Business Licenses and/or any additional records to the application.	
Alternate Path 22c:	
At step 15, where the external User opts to begin an additional Business License application, the System asks if it is related to the current Application in progress. Where the Applicant selects yes, the System prepopulates the Applicant information and business address entered from the prior Business License and walks the User through the License process using the same creating a new Application ID#. Continue step 8. Where the User selects no, the System stores the application in progress and generates a new Application ID#.	
Alternate Path 23:	
At step 5, the System asks which Jurisdictions the Applicant will be conducting business in. Where additional Jurisdictions are selected (in addition to Clark County), the System calculates total fees accordingly. Including the Primary and Non-Primary Jurisdiction fees.	
Alternate Path 24:	
At step 5, where the User designates that they are an Autorized Agent, the System walks the User through the designated security verification and completion of the application **not** allowing the entry of a Username and Password.	
Alternate Path 24a:	
Where the User designates that they are the actual Business Owner applying, the System walks the User through the completion of the application, allowing entry of a Username and Password.	

Business Rules:

1. External users may not apply funds to an incomplete Application.
2. Internal users may apply funds to an incomplete Application.
3. Applications are not submitted to Business License for review without Payment in full.
4. At step 5, the System asks which Jurisdictions the Applicant will be conducting business in. Where additional Jurisdictions are selected (in addition to Clark County), the System calculates total fees accordingly. Including the Primary and Non-Primary Jurisdiction fees.
5. Where the Owner made payment, it is assigned to the Application ID# and the System does not remove the Application from the System.
6. The system is to recognize if the User entering the application is internal to Clark County or not.
7. Based on the business questions answered, the system will calculate all fees due at the time of submitting the application.
8. At step 8, as the User enters the password, the System Masks the letters / numbers / symbols being entered. This field is to be entered by the Applicant where the application is being completed in person.
9. The system shall identify incomplete applications that have had no activity over a predetermined period of time and notify the applicant of termination within a specified time period. The timeframe may vary based on the type of business license applied for.
10. The system should e-mail the Username ~~and Password~~ to the User ***after*** the license fee payment has been submitted online.
11. System should have the ability to retrieve the Username and / or password for the User ("Forgot Username"

or "Forgot Password") and e-mail it to the customer.

12. The system should e-mail the customer the reference number for the saved application for their records. Email address is a required field.
13. At step 5, the system should allow internal Users to enter none@none.com for applicants that do not wish to supply / have an e-mail address.
14. Where the email address is none@none.com, the System disables email notifications to be sent regarding the specific application / license.
15. The System shall allow internal Users to view a checklist of requirements for a specific license by category.
16. User should be only allowed to apply for 1 gross license (license category) per location (business address) per Doing Business As (DBA- Business Name).
17. The system shall display the licensing profile and payment fee history for each type of license per DBA. The system should pull the UDF history per renewal date by license.
18. The system shall enable a customer, including the applicant or any other authorized party submitting documentation on their behalf, to upload supporting documentation and images to its license record online.
19. At step 20, where the business has applied for multiple Business Licenses and it is the same Applicant/ linked applications, and one of the businesses applied is a Liquor and Gaming license, all licenses are routed to a L&G workbasket.
20. The System shall allow for designated Users to have access to and receive notifications of new applications, for specific workbaskets.
21. In the order or priority:
    a. Applications for outside of Clark County are forwarded to a designated Special Agent;
    b. Liquor and Gaming applications(and any additional applications within the same Application ID#) are forwarded to the Liquor and Gaming workbasket;
    c. Regulated applications (and any additional applications within the same Application ID#) are forwarded to the Regulated workbasket;
    d. Franchise applications are forwarded to the designated Manager;
    e. General License application are forwarded to the General License workbasket;
22. Where an Agent selects an application from within the workbasket, the System assigns that application, and any linked applications, to that Agent.
23. The System allows the ***internal*** User to reassign a specific Appliation to a different workbasket for processing.
24. The system should post the fees and application information in CLIPS real-time.
25. Where internal User, the User may link multiple applications.
26. Where internal User, the User may link an application to one to many Business Licenses.

Design:

I. <u>Landing Page Interface</u>

1. Application ID
    a. Unique
    b. System Generated
2. Exit Application
    a. Allows User to store session
    b. Allows User to continue data entry using Application ID #
3. Invoice Summary
    a. # of Items
        i. Calculates line items due
    b. Monies due
        i. Calculate total amount due as incurred
4. Create/Manage an Application
    a. Allows start of new applications storing current ID#

II. <u>Data Required</u>

1. Applicant Name
2. NAICS Code
    a. Free Form Text
    b. Link to Lookup NAICS Code
3. Email Address
4. Business Phone Number
5. Business Address
6. Business City
    a. Drop Down Menu
7. Business State
8. Business Zip
9. Mailing Address (ability to use same address as business address)
    a. International address?
        i. Country
            1. Drop Down Menu
10. Mailing Address City
11. Mailing Address State
12. Mailing Address Zip
13. Contact Information Authorized Contact's Name
14. Contact Information Authorized Contact's Phone Number
15. Contact Information Authorized Contact's Cell Phone Number
16. Contact Information Authorized Email
17. Is your business location:
    a. Radio button option
    b. Owned
    c. Leased
        i. Landlord's Name
        ii. Phone
        iii. Mailing Address
        iv. Address Line 2
        v. City
        vi. State
            1. Drop Down Menu
        vii. Zip
18. Business Information: free text entry
19. Start of Business Date at this Location
    a. Formatted MM/DD/YYY
    b. Calendar selection option
20. Have you purchased a business currently operating in Clark County?
    a. Radio button option
    b. Yes
        i. Date Business Purchased
            1. (MM/DD/YYY)
            2. Free form text
            3. Calendar Selection
        ii. Clark County Business License Number
        iii. Owner's Name
        iv. Percent Purchased
        v. Number of Employees
        vi. Sq. Footage of Premises
    c. No
21. Are you requesting a temporary license?

a. Yes
b. No

22. Does this business require a Professional or Occupational License issued by the State Board?
    a. 'More Info' option
    b. Yes
        i. Drop Down Menu
        ii. Select type of License required
    c. No
23. Have you complied with the provisions of NRS 244.33505 Industrial Insurance?
    a. 'More Info' option
    b. Yes
    c. No
24. Save Application and Proceed
    a. Update data associated with assigned Application ID#
    b. Continue to next User Interface
25. Save Application and Exit
    a. Allows User to store session
    b. Allows User to continue data entry using Application ID #

III. Business Information - Select Business Structure

1. Sole Proprietorship
2. Corporation
3. Limited Liability
4. Partnership
5. Limited Liability Partnership
6. Limited Partnership
7. Have you registered with the Nevada Secretary of State
8. Option to find the NV Business ID via State of NV website
9. Yes
10. No
11. Nevada Business ID

IV. Applicant

1. Title
2. Name
3. Percent owned
4. Mailing Address
5. City
6. State
    a. Drop down menu
7. Zip

V. Child Support Compliance Statement

1. Check-Box
2. I am not subject to a court order for the support of a child.
3. I am subject to a court order for the support of one or more children and am in compliance with the order or am in compliance with a plan approved by the District Attorney or other public agency enforcing the order for the repayment of the amount owed pursuant to the order.
4. I am subject to a court order for the support of one or more children and am NOT in compliance with the order or am in compliance with a plan approved by the District Attorney or other public agency enforcing the order for the repayment of the amount owed pursuant to the order.
5. LLC Exempt

VI. Fire Permit Survey Form

1. Water Supplied by a well or private water system

    a. Radio button selection
    b. Yes
    c. No
2. Propane Tank(s) (not for BBQ)
    a. Radio button selection
    b. Yes
    c. No
3. Aboveground or underground flammable / combustible liquid tank(s)
    a. Radio button selection
    b. Yes
    c. No
4. High-piled storage
    a. Radio button selection
    b. Yes
    c. No
5. Spray paint booths
    a. Radio button selection
    b. Yes
    c. No
6. Medical Gas Systems
    a. Radio button selection
    b. Yes
    c. No
7. Combustible dust producing Operations
    a. Radio button selection
    b. Yes
    c. No
8. Chemicals – Storage, manufacture, or Use
    a. Radio button selection
    b. Yes
    c. No

VII. Signature

9. Name
    a. Text Field
10. Date
    a. MM/DD/YYYY
    b. Auto Populated to 'today's date'

VIII. Franchise Application

1. Business Entity Name
2. D/B/A(if any)
3. Business Entity in Nevada:
    a. Corporation
    b. Limited Liability Company
    c. Partnership
    d. Other
4. Location Address
5. City
6. State
7. Zip
8. Mailing Address
9. City
10. State

11. Zip
12. Contact Name
13. Title
14. Phone
15. Clark County Business License
  a. License #
  b. Applied for on Date
  c. MM/DD/YYYY
  d. Auto Populated to 'today's date'
16. PUC Nevada Certificate
  a. Certificate No
17. Length of term desired (not to exceed 10 years)
18. Has the applicant ever been denied a franchise or had a franchise suspended or revoked for any reason?
  a. No
  b. Yes
19. If yes, attach a detailed description of the suspension, revoke and or denial)
20. List all third parties that the applicant is aware of at the time of application that will be using the applicant's facilities in the County's rights-of-way.
  a. None
  b. List is attached
21. Please attach the following:
  a. Order and Certificate issued by the Public Utilities Commission of Nevada
  b. Disclosure of Ownership Form
  c. Map of the Service Area desired
  d. Map of proposed initial route (Initial Franchise Application Only)

Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: General License New Application
Use Case Number: BL03-02
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Processing a Franchise License
Level: User Goal
Description: Franchise Licensing is considered a type of General License. However, a Franchise License is not the same as the Business License, yet you must have a Business License in order to have a Franchise License. Franchise Licensing take a different approval path than other General Licenses. The Use Case walks through the specific approval path for a Franchise License.
Precondition: Business Owner has new Franchise business to be licensed
Primary Actor: Business License Tech (hereinafter User)
Secondary Actor: the System
Third Actor: Asst. Manager
Fourth Actor: Manage my Account
Related Use Case(s): BL03-01 New Business License App - ALL
Success: Approval of Application

Actor	System	Rate
1. The Asst. Manager receives a notification of a new application within the Workbasket	2. The System allows the Asst. Manager to access the application and all information attached to the record	
	3. The System updates the status of the Application within the Manage my Account	
4. The Asst. Manager is able to research the location and Franchise request, outside of the System		
5. The Asst. Manager is able to search for related current Business Licenses	6. The System returns all Business Licenses based on the search request	
7. The Asst. Manager is able to select to link related Licenses and / or Owners to the Franchise Application	8. The System links the Application and allows the Asst. Manager to return to Application	
9. The Asst. Manager is able to select to create a Franchise Package from within the specific Application	10. The System allows the Asst. Manager to select information to be included in the package	
11. The Asst. Manager is able to scan and attach any attachments to the Package	12. The System attaches the information to the Application	
13. The Asst. Manager is able to label and comment on any scanned documents and commit	14. The System commits the information entered	
15. The Asst. Manager is able to enter the expiration date and commit	16. The System commits the information entered	
17. The Asst. Manager is able to enter any provisions attachments or text information related to the specific Application	18. The System commits the information entered	
19. The Asst. Manager is able to generate	20. The System prepopulates templates from the	

the Package for review	Application (and Business License record(s))	
	21. The System displays the Package for review	
22. The Asst. Manager is able to view all of the Package's content and select to commit	23. The System commits the information	
24. The Asst. Manager is able to select to print the document	25. The System displays the Package in a printable format for printing	
	26. The System stores the Package documents and search criteria for future access	
	27. The System creates a date and time stamp for the specific Package	
28. The Asst. Manager is able to electronically approve the Application and place in Active Status	29. The System updates the status of the Application to Licensed	
	30. The System updates the status within Manage my Account	
	31. The System requests the Asst. Manager to input a date to notify the Asst. Manager of pending expiration.	
	32. The System requests the Asst. Manager to input the approval date of the License	
33. The Asst. Manager is able to input the approval date of the specific Franchise License	34. The System commits the information entered	
	35. The System notifies the Asst. Manager of the upcoming expiration / renewal date of the Franchise License	
36. The Asst. Manager is able to access the License via the notification	37. The System allows the Asst. Manager to access the License and all information regarding the same	
Alternate Path 1:		
At step 6, where the Business License application has not been received by the department, the Manager is able to place the Franchise Application on hold until received.		
Alternate Path 2:		
At step 7, where there are associated Business Licenses and are linked to the Franchise Application/License, the Franchise License is made accessible via the Business License record and vice versa.		
Alternate Path 2:		
At step 13, the Asst. Manager is able to select that the date entered is a Renewal date (verses an Expiration date), and is able to enter the Renewal date of the License		
Alternate Path 4:		
At step 13, where there is a Public Works permit existing for the applied Franchise/Business Owner, the Asst. Manager is able to search for and link the permit to the Application. Continue step 14.		
Alternate Path 5:		
At step 13, the Asst. Manager is able enter, attach and label information for a Franchise's Bond and/or Insurance. Including but not limited to, effective date, expiration date,		

Bonding/Insurance Company information.	
Alternate Path 5a:	
The manager is notified of the upcoming expiration date, 3 months prior.	
Alternate Path 6:	
At step 13, the Asst. Manager is able to enter any information regarding the Fee structure.	
Alternate Path 7:	
At step 36, the Asst. Manager is able to enter an extension date for the expiration date. The System creates an Audit record of the update.	
Alternate Path 8:	
At any time, the Asst. Manager is able to update the status of the Franchise License as Out of Business. All record statuses related to that Franchise will display the same. The Franchise License may be placed out of business but not the Business License.	
Alternate Path 9:	
Where there are updates to the Franchise Agreement documents, the Asst. Manager is able to scan and add records within the Franchise License record. The System allows for version control of all Franchise Agreements within the record.	
Alternate Path 10:	
At any time, the Asst. Manager may select to create additional Packages. Packages are edited and managed as individual queries of information.	
Business Rules: 1. At step 10, the Asst. Manager may select, including but not limited to, current Business License information, other packages within the License, templates, and any information within the Application. 2. For a Franchise Application to be approved, there must be an active Business License in place.	
Design: Entry of the Expiration date of the License is a required entry.	
Security Requirement(s):	
Data Retention:	
Search Criteria:	
Comments:	

Dept Name: Business License
Process Name: Processing a New Application
Use Case Number: BL03-03
Created by (BA/BL/SME): Miranda Richardson / Karyn Keehr

Use Case Name: Processing a New License - General
Level: User Goal
Description: This Use Case walks through the processing of a new application where the category of the License is General.
Precondition: Business Owner has new business to be licensed
Primary Actor: Agent / Business License Tech (hereinafter User)
Secondary Actor: the System
Third Actor: R&C
Fourth Actor: External Departments / Agencies
Fifth Actor: Zoning & Comp Planning
Sixth Actor: Manager/Supervisor
Related Use Case(s): BL03-01 New Business License App – ALL BL31-01 WS-Manage My Account BL04-03 Temporary License
Success: Approval of Application

Actor	System	Rate
1. The User receives the alert of a new application within their Workbasket	2. The System allows the User to access the application and all information submitted and attached to the record	
	3. The System updates the status of the Application within the Manage my Account of the Business Owner reflecting the same	
4. The User is able to access and view the Application and all information attached and/or related	5. The System displays all information	
6. The User is able to submit the Application for inspection request to the Comp Planning / Zoning queue	7. The System assigns the Application to the Comp Planning / Zoning queue notifying them of the same	
	8. The System updates the application status to Licensed - Pending	
	9. The System begins a 45 day response timeframe placing a calendar entry and task within the User's work calendar of the same	
10. Comp Planning / Zoning is able to access the record assigned	11. The System allows Comp Planning / Zoning to view specific information from the Application for approval	
12. Comp Planning / Zoning is able to select to approve the Application address and usage	13. The System commits the update and notifies the User of the same	
	14. The System assigns the Application for	

	approval to the required Agencies, based on the type of category and approvals needed	
	15. The System notifies the specific Agency(ies) of the new Inspection request within their workbasket	
16. The Agency is able to view specific information regarding the Application assigned including the timeline to complete the Inspection	17. The System updates the status as being received and reviewed by the Agency(ies)	
18. The Agency is able to place the Application as approved and enter any comments	19. The System updates the status as being approved and notifies the User of the same	
	20. The System allows the Agency to report on including but not limited to information regarding the specific Application and inspections completed including date, start and completed timeframe, Inspector, and type of business	
	21. The System updates the status of the Application to an Active License made viewable within the System and Manage my Account and the Business License Online Search	
22. The User is able to review the Application and information regarding all inspections completed	23. The System allows the User to request to generate the Business License prepopulating information regarding the Business	
	24. The System queues the Ops department to print the Business License	
25. The Ops department forwards the printed license to the R&C department for review and mailing out, outside of the System		
26. R&C is able to review the License and mail out		
Alternate Path 1:		
At step 9, where Comp Planning / Zoning declines the Application, the System reassigns the Application to the User to notify the Business Owner.		
Alternate Path 1a:		
The System allows 10 days for the Business Owner to become compliant and stops the 45 day response timeframe. The System notifies the User on the 10th day for follow-up.		
Alternate Path 2:		
At step 11, where an Agency failed the Applicant in their Inspections, the Agency must enter a reason for the failure (minimum number of words required). Where the Agency has entered the Failed status and entered a reason, the System allows them to commit their updates. The System reassigns the Application to the assigned User and notifies them of the same. The System updates the status of the Application visible within Manage my Account.		
Alternate Path 2a:		

The System allows 20 days for the Business Owner to become compliant and stops the 45 day response timeframe. The System notifies the User on the 20th day for follow-up.	
Alternate Path 2b:	
Where the Owner has not resolved the issue behind the failed inspection(s) the User is able to generate a Letter of Warning within the System. The System pre-populates the template with the Application information. The User is able to print the letter and the System saves it as an attachment to the Application.	
Alternate Path 2c:	
Where the Applicant has not resolved the issue within the designated days, the Application is terminated and the status is updated within the System and made viewable within the Manage my Account.	
Alternate Path 2d:	
Where the Applicant resolved the issue and notifies the User, the User is able to resubmit the Application for Inspection Approval with the required Agencies. The System continues the 45 day required completion time count. Continue step 6.	
Alternate Path 3:	
At step 25, where R&C finds an issue with the printed License, they are able to make updates within the system and request to resubmit the License for printing. Continue step 22.	
Alternate Path 4:	
At step 14, the User is able to assign additional Agency(ies) for review. The Ageny(ies) are notified of the same.	

Business Rules:

1. Once all the inspections are approved and there are no outstanding license fees, the license status will systematically switch to licensed.
2. Where the Agencies have not approved an application by the 40 day, the System notifies the User of the same.
3. At any time the application may be reassigned to a Manager/Supervisor for declining the application updating the status of the same.
4. Where the application was declined, at any time a Manager/Supervisor may reinstate the application updating the application of the same.
5. At step 26, the System allows designated Users to update Business License record information as needed.

Design:

1. At step 13, where the application requires approval from Metro Police Department, Health Department and any other department that does not have direct access to the system, the department is able to access the workbasket via an extranet.
2. The System allows specified Users access via VPN.
3. The System allows designated Users to update the Business License information as needed. Including but not limited to:
    a. Adding License
    b. Adding License fees
    c. Change of Location
        i. This will trigger beginning at Step 6 of this Use Case
    d. Business Name Change
    e. Business Name and Change of Location
        i. This will trigger beginning at Step 6 of this Use Case
    f. Ownership Change Less than 50%

g. Transfer of Interest h. Adding Outside Liquor Service i. Mailing Address Change
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Liquor and Gaming Process
Use Case Number: BL03-04
Created by (BA/BL/SME): Miranda Richardson / Andrea Powe

Use Case Name: Process a New Application-Liquor and Gaming
Level: User Goal
Description: This Use Case walks through the processing of a new application where the category of the License is Liquor & Gaming.
Precondition: Business Owner has new business to be licensed
Primary Actor: Business License Specialist (hereinafter BLS)
Secondary Actor: The System
Third Actor: Special Agent (hereinafter SA)
Fourth Actor: Supervising Special Agent (hereinafter SSA)
Fifth Actor: Manager
Sixth Actor: Director
Seventh Actor: Asst Deputy DA
Eighth Actor: Admin
Ninth Actor: BCC
Tenth Actor: Zoning and Comp Planning
Eleventh Actor: External Agencies
Related Use Case(s): BL03-01 New Business License App – ALL BL31-01 WS-Manage My Account BL04-03 Temporary License BL14-08 Refund Process Use Case BL13-01 Creating An Agenda Item BL24-01 HO-Processing for HO Meeting BL14-08 Refund Process Use Case
Success: Approval of Application

Actor	**System**	**Rate**
1. The BLS receives the alert of a new application within their Workbasket	2. The System allows the BLS to access the application and all information submitted and attached to the record	
	3. The System updates the status of the Application within the Manage my Account of the Business Owner reflecting the same	
4. The BLS is able to schedule an appointment with the Applicant, outside of the system	5. The System sends a notification to the Applicant's email address and Manage my Account confirming the date and time of meeting	
6. The BLS is able to create an UNL account and apply payment to the same and apply the funds to the Application ID#. See Use Case **Business License UNL**	7. The System updates the status of the Application for display in the System and the Manage my Account	
8. The BLS is able to complete searches within the System	9. The System allows the BLS to search for existing records including but not limited to	

	Business Owner Name, Business Address, Business Name, and DBA	
10. The BLS completes research regarding the Application, outside of the System	11. The System allows the BLS to attach and name any documentation to the Application	
12. The BLS is able to disburse the payments stored in the UNL to the Application		
	13. The System updates the application status to Licensed - Pending	
Section I.		
14. **See Use Case Temporary License**		
Section II.		
15. The BLS is able create an Agenda Item Package	16. The System walks the BLS through selecting and compiling information into a printable package	
17. The BLS is able to generate the Agenda Item Package	18. The System displays the package for review	
19. The BLS is able to commit the package	20. The System stores the query for future use	
21. The BLS is able to update the Application with the Schedule Listing, outside of the System	22. The System allows the BLS to reassign the Application to a designated Supervisor Special Agent for review	
	23. The System alerts the SSA of the same	
24. The SSA is able to review the application and all documents	25. The SSA is able to reassign to a SA	
	26. The System alerts the SA of the new item in their workbasket	
27. The SA is able to review the Application and all documents		
28. The SA conducts a field visit and review, outside of the System	29. The System allows the SA to add recommendations to the Agenda Item Package and print	
30. The SA is able to reassign the application to the SSA	31. The System allows the SA to reassign the Application to the designated Supervisor Special Agent for review	
	32. The System alerts the SSA of the same	
33. The SSA is able to generate the package and request to print	34. The System displays the package for review and printing	
35. The Application and package are reviewed by the Director, outside of the System		
36. The Admin is able to update the Director's decision within the System	37. The System commits the entered decision and notifies the SSA of the same	
38. The SSA is able to review the Application and all documents	39. The System allows the SSA to approved the Application and reassign to the assigned SA	
Section III.		
40. The SA is able to submit the Application for inspection request to the Comp	41. The System assigns the Application to the Comp Planning & Zoning queue notifying	

Planning & Zoning queue	them of the same	
	42. The System begins a 45 day response timeframe placing a calendar entry and task within the SA's work calendar of the same	
43. Comp Planning & Zoning is able to access the record assigned	44. The System allows Comp Planning & Zoning to view specific information from the Application for approval	
45. Comp Planning & Zoning is able to select to approve the Application address and usage	46. The System commits the update and notifies the User of the same	
	47. The System assigns the Application for approval to the required Agencies, based on the type of category and approvals needed	
	48. The System notifies the specific Agency(ies) of the new Inspection request within their workbasket	
49. The Agency is able to view specific information regarding the Application assigned including the timeline to complete the Inspection	50. The System updates the status as being received and reviewed by the Agency(ies)	
51. The Agency is able to place the Application as approved and enter any comments	52. The System updates the status as being approved and notifies the User of the same	
	53. The System allows the Agency to report on including but not limited to information regarding the specific Application and inspections completed including date, start and completed timeframe, Inspector, and type of business	
54. The SA is able to review the Application and information regarding all inspections completed		
55. The SA is able to submit the application for approval and enter starting date in the System	56. The System confirms the submission of the application	
57. The SA is able to commit the status update of the application	58. The System commits the updates and generates the License and License number	
	59. The System allows the SA to request to generate the Business License prepopulating information regarding the Business	
	60. The System queues the Ops department to print the Business License	
61. The Ops department forwards the printed license to the R&C department for review and mailing out, outside of the System		

62. R&C is able to review the License and mail out		
Alternate Path 1:		
The User is able to generate a meeting request within the System, and the System sends and creates a notification to the Applicant where there is a Manage my Account. The Applicant is able to accept the meeting request and/or request a different date and time for the meeting. Continue step 5.		
Alternate Path 1a:		
Where the Applicant suggests a different date and time, the User is able to accept and/or do the same. Continue step 5.		
Alternate Path 3:		
Where the BLS/SA is requiring additional information from the Applicant, the BLS/SA is able to contact the Applicant outside of the System, as well as generating an email from within the System, requesting additional information. The System allows the BLS/SA to notify the Applicant via Manage my Account as well.		
Alternate Path 4:		
Where Comp Planning & Zoning declines the Application, the System reassigns the Application to the SA to notify the Business Owner. The System allows 20 days for the Business Owner to become compliant and stops the 45 day response timeframe.		
Alternate Path 4a:		
The System allows 20 days for the Business Owner to become compliant and stops the 45 day response timeframe. The System notifies the User on the 20th day for follow-up.		
Alternate Path 5:		
Where an Agency failed the Applicant in their Inspections, the Agency must enter a reason for the failure (minimum number of words required). Where the Agency has entered the Failed status and entered a reason, the System allows them to commit their updates. The System reassigns the Application to the assigned SA and notifies them of the same. The System updates the status of the Application visible within Manage my Account.		
Alternate Path 5b:		
Where the Owner has not resolved the issue behind the failed inspection(s) the SA is able to generate a Letter of Warning within the System. The System pre-populates the template with the Application information. The User is able to print the letter and the System saves it as an attachment to the Application and is a new notification within the Applicant's Manage my Account.		
Alternate Path 5c:		
Where the Applicant has not resolved the issue within the designated days, the Application is terminated and the status is updated within the System and made viewable within the Manage my Account.		
Alternate Path 5d:		
Where the Applicant resolved the issue and notifies the SA, the SA is able to resubmit the Application for Inspection Approval with the required Agencies. The System applies a 45 day required completion time. Continue step 41.		
Alternate Path 6:		
Where R&C finds an issue with the printed License, they are able to make updates within the system and request to resubmit the License for printing.		
Alternate Path 6a:		

At step 26, where the Application has been terminated or denied, fees are refunded except for the application fee. The Applicant has 6 months to reapply if the initial disposition was "Denied". If the initial disposition is "Terminated", the applicant may reapply immediately.	
Alternate Path 7:	
At step 41, where Metro found that there was a Suitability Issue (thus not passing inspection), the SA notifies the Applicant and prepares an Agenda report for the BCC. The Admin is assigned the Application and is able to re-generate and/or generate an Agenda Item Package for submittal and review by the BCC. The Admin is able to enter the Agenda date within the record.	
Alternate Path 7a:	
The BCC hearing is conducting and a decision is rendered to waive distant restrictions (approving it) – continuing the approval process (Step 37), or to terminate/deny the application – notifying the Applicant of the same. The BCC's decision is entered into the Application by the Admin and reassigned to the appropriate SA.	
Alternate Path 8:	
At step 29, where the SSA does not approve the application or requests further information, the System allows the SSA to reassign the Application to the assigned SA with comments for further action.	
Alternate Path 9:	
At step 59, the SA may print the License and deliver to the Business, outside of the System. Creating an audit entry of the User, date and time stamp of the printing SA.	
Alternate Path 4:	
At step 47, the User is able to assign additional Agency(ies) for review. The Ageny(ies) are notified of the same.	

Business Rules:

1. An Agenda Item Package allows the SA/BLS to select any available information within the record to be compiled together and formatted for presentation including the Investigative Report(Recommendation to the Director). The BLS/SA/SSA is able to print and store the package query within the Application / License creating a date and time stamp for the same.
2. At approval, the applicant has 60 days to open with the Liquor License.
3. Fees are refunded except for the application fee. The Applicant has 6 months to reapply if the initial disposition was "Denied". If the initial disposition is "Terminated", the applicant may reapply immediately.
4. Where there is a credit due to the Applicant, see Use Case **Processing a Refund.**
5. The BLS/SA is able to enter and edit fees due by the Applicant. (The Applicant may have over paid, or yet owes funds for the processing of the application and the BLS/SA is able to adjust fees due to reflect the same.)
6. Sections I & II & III are steps that are walked through simultaneously.
7. BLS is able to to link any existing businesses and/or create a new application and link applications.

Design:

1. The System allows designated Users to update the Business License information as needed. Including but not limited to:
    a. Adding License
    b. Adding License fees
    c. Change of Location

i. This will trigger beginning at Step 6 of this Use Case d. Business Name Change e. Business Name and Change of Location i. This will trigger beginning at Step 6 of this Use Case f. Ownership Change Less than 50% g. Transfer of Interest h. Adding Outside Liquor Service i. Mailing Address Change 2. At step 13, where the application requires approval from Metro Police Department, Health Department and any other department that does not have direct access to the system, the department is able to access the workbasket via an extranet. **3.** Where the System updates the status of the application, the System updates the same viewable within Manage my Account.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Regulated Process
Use Case Number: BL03-05
Created by (BA/BL/SME): Miranda Richardson / James Headen / Merrie Fletcher

Use Case Name: Process a New Application-Regulated
Level: User Goal
Description: This Use Case walks through the processing of a new application where the category of the License is Regulated.
Precondition: Business Owner has new business to be licensed
Primary Actor: Business License Specialist (hereinafter BLS)
Secondary Actor: The System
Third Actor: Special Agent (hereinafter SA)
Fourth Actor: Supervising Special Agent (hereinafter SSA)
Fifth Actor: Manager
Sixth Actor: Director
Seventh Actor: Asst Deputy DA
Eighth Actor: Admin
Ninth Actor: BCC
Tenth Actor: Zoning and Comp Planning
Eleventh Actor: External Agencies
Related Use Case(s BL03-01 New Business License App – ALL BL31-01 WS-Manage My Account BL04-03 Temporary License BL13-01 Creating An Agenda Item BL24-01 HO-Processing for HO Meeting BL14-08 Refund Process Use Case
Success: Approval of Application

Actor	**System**	**Rate**
1. The BLS receives the alert of a new application within their Workbasket	2. The System allows the BLS to access the application and all information submitted and attached to the record	
	3. The System updates the status of the Application within the Manage my Account of the Business Owner reflecting the same	
4. The BLS is able to schedule an appointment with the Applicant, outside of the system	5. The System sends a notification to the Applicant's email address and Manage my Account confirming the date and time of meeting	
6. The BLS is able to create an UNL account and apply payment to the same and apply the funds to the Application ID#. See Use Case **Business License UNL**	7. The System updates the status of the Application for display in the System and the Manage my Account	
8. The BLS is able to complete searches within the System	9. The System allows the BLS to search for existing records including but not limited to Business Owner Name, Business Address,	

	Business Name, and DBA	
10. The BLS completes research regarding the Application, outside of the System	11. The System allows the BLS to attach and name any documentation to the Application	
12. The BLS is able to disburse the payments stored in the UNL to the Application		
	13. The System updates the application status to Licensed - Pending	
Section I.		
14. **See Use Case Temporary License**		
Section II.		
15. The BLS is able create an Agenda Item Package	16. The System walks the BLS through selecting and compiling information into a printable package	
17. The BLS is able to generate the Agenda Item Package	18. The System displays the package for review	
19. The BLS is able to commit the package	20. The System stores the query for future use	
21. The BLS is able to update the Application with the Schedule Listing, outside of the System	22. The System allows the BLS to reassign the Application to a designated Supervisor Special Agent for review	
	23. The System alerts the SSA of the same	
24. The SSA is able to review the application and all documents	25. The SSA is able to reassign to a SA	
	26. The System alerts the SA of the new item in their workbasket	
27. The SA is able to review the Application and all documents		
28. The SA conducts a field visit and review, outside of the System	29. The System allows the SA to add recommendations to the Agenda Item Package and print	
30. The SA is able to reassign the application to the SSA	31. The System allows the SA to reassign the Application to the designated Supervisor Special Agent for review	
	32. The System alerts the SSA of the same	
33. The SSA is able to generate the package and request to print	34. The System displays the package for review and printing	
35. The Application and package are reviewed by the Director, outside of the System		
36. The Admin is able to update the Director's decision within the System	37. The System commits the entered decision and notifies the SSA of the same	
38. The SSA is able to review the Application and all documents	39. The System allows the SSA to approved the Application and reassign to the assigned SA	
Section III.		
40. The SA is able to submit the Application for inspection request to the Comp Planning & Zoning queue	41. The System assigns the Application to the Comp Planning & Zoning queue notifying them of the same	

	42. The System begins a 45 day response timeframe placing a calendar entry and task within the SA's work calendar of the same	
43. Comp Planning & Zoning is able to access the record assigned	44. The System allows Comp Planning & Zoning to view specific information from the Application for approval	
45. Comp Planning & Zoning is able to select to approve the Application address and usage	46. The System commits the update and notifies the User of the same	
	47. The System assigns the Application for approval to the required Agencies, based on the type of category and approvals needed	
	48. The System notifies the specific Agency(ies) of the new Inspection request within their workbasket	
49. The Agency is able to view specific information regarding the Application assigned including the timeline to complete the Inspection	50. The System updates the status as being received and reviewed by the Agency(ies)	
51. The Agency is able to place the Application as approved and enter any comments	52. The System updates the status as being approved and notifies the User of the same	
	53. The System allows the Agency to report on including but not limited to information regarding the specific Application and inspections completed including date, start and completed timeframe, Inspector, and type of business	
54. The SA is able to review the Application and information regarding all inspections completed		
55. The SA is able to submit the application for approval and enter starting date in the System	56. The System confirms the submission of the application	
57. The SA is able to commit the status update of the application	58. The System commits the updates and generates the License and License number	
	59. The System allows the SA to request to generate the Business License prepopulating information regarding the Business	
	60. The System queues the Ops department to print the Business License	
61. The Ops department forwards the printed license to the R&C department for review and mailing out, outside of the System		
62. R&C is able to review the License and		

mail out		
Alternate Path 1:		
The User is able to generate a meeting request within the System, and the System sends and creates a notification to the Applicant where there is a Manage my Account. The Applicant is able to accept the meeting request and/or request a different date and time for the meeting. Continue step 5.		
Alternate Path 1a:		
Where the Applicant suggests a different date and time, the User is able to accept and/or do the same. Continue step 5.		
Alternate Path 2:		
Where the BLS/SA is requiring additional information from the Applicant, the BLS/SA is able to contact the Applicant outside of the System, as well as generating an email from within the System, requesting additional information. The System allows the BLS/SA to notify the Applicant via Manage my Account as well.		
Alternate Path 3:		
Where Comp Planning & Zoning declines the Application, the System reassigns the Application to the SA to notify the Business Owner. The System allows 20 days for the Business Owner to become compliant and stops the 45 day response timeframe.		
Alternate Path 3a:		
The System allows 20 days for the Business Owner to become compliant and stops the 45 day response timeframe. The System notifies the User on the 20th day for follow-up.		
Alternate Path 4:		
Where an Agency failed the Applicant in their Inspections, the Agency must enter a reason for the failure (minimum number of words required). Where the Agency has entered the Failed status and entered a reason, the System allows them to commit their updates. The System reassigns the Application to the assigned SA and notifies them of the same. The System updates the status of the Application visible within Manage my Account.		
Alternate Path 4a:		
Where the Owner has not resolved the issue behind the failed inspection(s) the SA is able to generate a Letter of Warning within the System. The System pre-populates the template with the Application information. The User is able to print the letter and the System saves it as an attachment to the Application and is a new notification within the Applicant's Manage my Account.		
Alternate Path 4b:		
Where the Applicant has not resolved the issue within the designated days, the Application is terminated and the status is updated within the System and made viewable within the Manage my Account.		
Alternate Path 4c:		
Where the Applicant resolved the issue and notifies the SA, the SA is able to resubmit the Application for Inspection Approval with the required Agencies. The System applies a 45 day required completion time. Continue step 41.		
Alternate Path 5:		
Where R&C finds an issue with the printed License, they are able to make updates within the system and request to resubmit the License for printing.		
Alternate Path 5a:		
At step 26, where the Application has been terminated or denied, fees are refunded except for		

the application fee. The Applicant has 6 months to reapply if the initial disposition was "Denied". If the initial disposition is "Terminated", the applicant may reapply immediately.	
Alternate Path 6:	
At step 41, where Metro found that there was a Suitability Issue (thus not passing inspection), the SA notifies the Applicant and prepares an Agenda report for the BCC. The Admin is assigned the Application and is able to re-generate and/or generate an Agenda Item Package for submittal and review by the BCC. The Admin is able to enter the Agenda date within the record.	
Alternate Path 6a:	
The BCC hearing is conducting and a decision is rendered to waive distant restrictions (approving it) – continuing the approval process (Step 37), or to terminate/deny the application – notifying the Applicant of the same. The BCC's decision is entered into the Application by the Admin and reassigned to the appropriate SA.	
Alternate Path 7:	
At step 29, where the SSA does not approve the application or requests further information, the System allows the SSA to reassign the Application to the assigned SA with comments for further action.	
Alternate Path 8:	
At step 59, the SA may print the License and deliver to the Business, outside of the System. Creating an audit entry of the User, date and time stamp of the printing SA.	
Alternate Path 9:	
At step 47, the User is able to assign additional Agency(ies) for review. The Ageny(ies) are notified of the same.	
Alternate Path 10:	
Where the business is a transient lodging business, and being purchased by a new owner, all past and current fees due are inherited by the new owner and the Business License agent may place license in Licensed status once paid in full.	

Business Rules:

1. An Agenda Item Package allows the SA/BLS to select any available information within the record to be compiled together and formatted for presentation including the Investigative Report(Recommendation to the Director). The BLS/SA/SSA is able to print and store the package query within the Application / License creating a date and time stamp for the same.
2. At approval, the applicant has 60 days to open with the Regulated License.
3. Fees are refunded except for the application fee. The Applicant has 6 months to reapply if the initial disposition was "Denied". If the initial disposition is "Terminated", the applicant may reapply immediately.
4. Where there is a credit due to the Applicant, see Use Case **Processing a Refund.**
5. The BLS/SA is able to enter and edit fees due by the Applicant. (The Applicant may have over paid, or yet owes funds for the processing of the application and the BLS/SA is able to adjust fees due to reflect the same.)
6. Sections I & II & III are steps that are walked through simultaneously.
7. BLS is able to to link any existing businesses and/or create a new application and link applications.

Design:

1. The System allows designated Users to update the Business License information as needed. Including but not limited to:
    a. Adding License

b. Adding License fees c. Change of Location i. This will trigger beginning at Step 6 of this Use Case d. Business Name Change e. Business Name and Change of Location i. This will trigger beginning at Step 6 of this Use Case f. Ownership Change Less than 50% g. Transfer of Interest h. Adding Outside Liquor Service i. Mailing Address Change 2. At step 13, where the application requires approval from Metro Police Department, Health Department and any other department that does not have direct access to the system, the department is able to access the workbasket via an extranet. **3.** Where the System updates the status of the application, the System updates the same viewable within Manage my Account.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Temporary
Use Case Number: BL04-03
Created by (BA/BL/SME): Miranda Richardson / Mercedes Josephs / Andrea Powe / Merrie Fletcher / Angie Arellano / Andrea Powe

Use Case Name: Managing a Franchise within the System
Level: User Goal
Description: Where the Applicant is requesting a Temporary License, there is a separate process to complete. This Use Case walks through the steps required to obtain a Temporary License for a new Business.
Precondition: The application has been received by the BLS
Primary Actor: Business License Specialist (hereinafter BLS)
Secondary Actor: The System
Third Actor: Special Agent (hereinafter SA) and/or Business License Agent I/II
Fourth Actor: Supervising Special Agent (hereinafter SSA)
Fifth Actor: Manager
Sixth Actor: Director
Seventh Actor: Asst Deputy DA
Eighth Actor: Admin
Ninth Actor: Audit Supervisor
Tenth Actor: Audit Admin
Eleventh Actor: Auditor
Related Use Case(s): BL03-01 New Business License App – ALL BL31-01 WS-Manage My Account BL13-01 Creating An Agenda Item BL24-01 HO-Processing for HO Meeting
Success: Delivery of the Temporary License

Actor	System	Rate
1. The BLS is able to reassign the application to the Auditor's workbasket for Financial Review	2. The System assigns a Financial Review request to the Audit Supervisor's workbasket,	
	3. The System notifies the Audit Supervisor of the new item in their workbasket, and the assigned Special Agent of the Financial Review process status	
4. The Audit Supervisor is able to view the information within the Application	5. The System displays application information for the Audit Supervisor to view	
6. The Audit Supervisor is able to request to create a Limited Financial Review Package	7. The System allows the Audit Supervisor to select information and templates to be included in the Limited Financial Review Package	
8. The Audit Supervisor selects the information to be included in the package		

9. The Audit Supervisor is able to generate the Limited Financial Review Package for review	10. The System prepopulates templates from the Application record	
	11. The System displays the Limited Financial Review Package for review	
12. The Audit Supervisor is able to see all of the Limited Financial Review Package's content and select to commit	13. The System commits the package and allows the Audit Supervisor to reassign the Limited Financial Review Package to an Auditor	
	14. The System notifies the Auditor of the same and stores the Package search criteria for future access	
15. The Auditor is able to view the Limited Financial Review Package	16. The System updates a status of the Application to reflect the same	
17. The Auditor is able to walk through Limited Financial Review program steps	18. The System displays the steps of the Limited Financial Review and allows the Auditor to complete the questions verifiying completion	
	19. The System commits and attaches the Limited Financial Review to the Package	
20. The Auditor is able to reassigned the package to the Audit Supervisor	21. The System reassigns the Package to the Audit Supervisor and nofies them of the same	
22. The Audit Supervisor is able to view and comment in the Limited Financial Review Package		
23. The Audit Supervisor is able to reassign the Limited Financial Review Package to the Asst Audit Manager for review	24. The System commits the Audit Supervisor approval	
	25. The System commits any updates to the Limited Financial Review Package, reassigns it to the Asst Audit Manager, notifiying them of the same	
26. The Asst Audit Manager is able to view and comment in the Limited Financial Review Package		
27. The Asst Audit Manager is able to reassign the Limited Financial Review Package to the Audit Admin	28. The System commits the Asst Audit Manager approval attaching an electronic signature	
	29. The System commits any updates to the Limited Financial Review Package, reassigns it to the Audit Admin, notifiying them of the same	
30. The Audit Admin is able to view the full Limited Financial Review Package and all the information		
31. The Audit Admin is able to reassign the completed Limited Financial Review Package to the Special Agent	32. The System commits and updates to the Limited Financial Review Package, reassigns it to the Special Agent, notifying them of the	

	same	
	33. The System sends a copy of the Limited Financial Review to designated emails, including specific license informaiton	
34. The Special Agent is able to view the Limited Financial Review Package	35.	
36. The Special Agent is able to inspect the location and determine if there is a need for a Public Hearing, outside of the system		
37. The Special Agent is able to reassign the application and all related information to the BLS to create a request for temporary license	38. The System commits and updates by the Special Agent, reassigns the application to the BLS and notifying them of the same	
39. The BLS is able to view the application and all its information		
40. The BLS is able to request to create a Request for Temporary L&G License Package	41. The System walks the Special Agent through the selection of business information to be included in the package	
42. The BLS is able to request to generate the package	43. The System displays the package for review and submittal	
44. The BLS is able to review the package and submit to print	45. The System commits the package and displays the same in a printable formatting	
46. The BLS is able to present the printed package to the Supervisor Special Agent, outside of the system, for submittal and review by the Manager	47. The System updates the status of the Temporary License request	
48. The Manager is able to attach recommendations to the package, outside of the system		
49. The Manager reviews and submits the request to the Director for review and approval, outside of the system		
50. The Admin is able to enter the Director's decision into the application and commit	51. The System displays the entered decision for confirmation	
52. The Admin is able to confirm the entered decision	53. The System commits the updated information and notified the BLS of the same	
54. The BLS is able to reassign the application to the Special Agent	55. The System reassigns the application to the Special Agent and notifies them of the same	
56. The Special Agent is able to request to print the Temporary License	57. The System generates the Temporary License template, prepopulating the business information	
	58. The System displays the Temporary License for review and submittal	
59. The SA is able to approve the temporary license and print	60. The System prints the Temporary License	

Alternate Path 1:	
At step 1, where the business is Special Agent (hereinafter SA) and/or Business License Agent I/II. Continue Step	
Alternate Path 2:	
At step 23, the Audit Supervisor is able to reassign the Package to the Auditor for further comments and/or editing. The Auditor is able to return the Package to the Audit Supervisor's workbasket for completion.	
Alternate Path 3:	
At step 33, the Audit Admin is able to request a 2 week reminder, confirming there are no issues found with the Limited Financial Review Package.	
Alternate Path 4:	
At step 34, where the LFR returns that the Applicant appears to be a high risk, the Special Agent is able to request additional information from the Applicant. The request may include, email and notification via Manage my Account.	
Alternate Path 5:	
At step 36, where the Special Agent determines there is the need for a public hearing, the SA checks for location distance restrictions only and create an Agenda Item package, selecting the information required for the Public Hearing. The SA reassigns the application to the BLS for processing.	
Alternate Path 5a:	
The BLS coodinates sending notices of the hearing to all properties within 1500 feet of the property and reassigns application to the Supervisor Special Agent. The Supervisor Special Agent is able to access and print the package for submittal to the Director for the hearing.	
Alternate Path 5b:	
The Director is determines to waive distant restrictions (where applicable) or not. Where the Director approves the application, continue step 50. Where the Director denies and/or terminates the application, see Alternate Path 7.	
Alternate Path 6:	
At step 46, the BLS is able to return to the previous interface for editing of the selected information. Continue step 43.	
Alternate Path 7:	
At step 56, where the Director has denied and/or terminated the application, the application is reassigned to the Special Agent. The SA will notifiy the Applicant of the same.	
Alternate Path 8:	
At step 58, the SA is able to return to the previous interface for editing.	
Business Rules:	
Design: **Letter of Financial Review (LFR) template- refer to comments section for example** LFR Template.docx	
Security Requirement(s):	
Data Retention:	
Search Criteria:	
Comments:	

CLARK COUNTY BUSINESS LICENSE AUDIT DIVISION
LICENSE APPLICATION PACKAGE – LIMITED REVIEW

Privileged

Attention Recommended: Yes ☒ No ☐

License Number:		**License Type:**	
Business Name:		**Business Contact: Name/Phone**	

1) Is a PHQ and a PFQ included for each owner listed in CLIPS as having a 10% or greater ownership interest or otherwise requiring a background investigation, in accordance with Clark County Code?	**Yes ☒ No ☐** Comment: None (If answer is no, provide owner name & required document in "Missing Documents" section following)
2) Based on review of Clark County Code and ownership documents, do all individuals and/or entities for whom an investigation is required appear to have been properly identified?	**Yes ☒ No ☐** Comment: None (If answer is no, provide owner name & required documents in "Missing Documents" section following)
3) Do sources of funds amounts on supporting source documents provided by applicant(s) materially agree to or exceed investment amount(s) disclosed on PFQ(s)?	**Yes ☒ No ☐** Comment: None (If answer is no, provide additional information in "Missing Documents" or "Other Comments" section following, as appropriate.)
4) Do individual investment amounts, per PFQs and/or Corporate Financial Questionnaires, agree to individual investment amounts indicated on BSQ item 10?	**Yes ☒ No ☐** Comment: None (If answer is no, provide additional information in the "Other Comments" section following)
5) Do source documents supporting disclosed investment amounts appear to be accurate, relevant, and sufficiently reliable?	**Yes ☒ No ☐** Comment: None (If answer is no, provide a list of documents required for adequate verification in the "Missing Documents" section following and/or describe the issue in the "Other Comments" section following)
6) Is the information provided sufficient for complete verification of source(s) of investment funds?	**Yes ☐ No ☒** Comment: See "Other Comments" section (If answer is no, indicate information needed in "Missing Documents" or "Other Comments" section below, as appropriate.)

7) Does owner's equity, per financial statements/trial balance provided with BSQ, agree to disclosed ownership on the BSQ?	**Yes** ☒ **No** ☐ Comment: None (If answer is no, provide additional information in the "Other Comments" section following)
8) Do amounts in financial records included with BSQ (land & buildings, fixed assets, other assets, equity, expenses, etc.) appear reasonable, considering size of investment, phase of operations, and overall nature of the business?	**Yes** ☒ **No** ☐ Comment: None (If answer is no, provide additional information in the "Other Comments" or "Items of Interest" section following)
9) Based on a review of cash transaction register and bank statements included with BSQ, do cash transactions appear reasonable in timing and amount, considering the nature of the business, phase of operations/start up activities/remodeling activities, etc.	**Yes** ☒ **No** ☐ Comment: None (If answer is no, provide additional information in the "Other Comments" or "Items of Interest" section following)
10) Does the total amount of disclosed investment in the business appear reasonable, considering the nature, size, and location of business, as well as any evidence of remodeling and/or repair?	**Yes** ☒ **No** ☐ Comment: None (If answer is no, specify concern in the "Other Comments" section following)
11) Based on a review of PFQ and supporting documents, do investments by individual owners appear reasonable, considering owners' current financial positions and personal histories?	**Yes** ☒ **No** ☐ Comment: None (If answer is no, specify concern in the "Other Comments" section following)
12) If business premises are not wholly owned by applicant(s), has applicant provided name and address of partial owners of real property?	**Yes** ☐ **No** ☐ **N/A** ☒ Comment: None (If answer is no, specify documents required in "Missing Documents" section following)
13) If business premises are not wholly owned by applicant(s), have documents evidencing business' right to use of property (lease or other written agreement) been provided by applicant?	**Yes** ☐ **No** ☐ **N/A** ☒ Comment: None (If answer is no, specify documents required in "Missing Documents" section following)

14) Based on file review, if it appears that part owners of premises share profits; or, by virtue of the extent of holdings, have inherent control of the business; or otherwise act in the capacity of a business owner, have these partial owners provided documents for investigation?	**Yes** ☐ **No** ☐ **N/A** ☒ Comment: None (If answer is no, provide name of individual recommended for investigation and provide specifics details leading to the recommendation in the "Other Comments" section following)
15) Based on file review for leased premises, if it appears that the landlord shares in profits or, by virtue of the extent of holdings, has inherent control of the business, or may otherwise act in the capacity of a business owner, has the individual provided documents for investigation?	**Yes** ☐ **No** ☐ **N/A** ☒ Comment: None (If answer is no, provide name of individual recommended for investigation and provide specifics details leading to the recommendation in the "Other Comments" section following)
16) Based on file review, have spouses, lenders, financiers, or others that appear to have substantial indirect ownership rights, inherent management control, or may otherwise act in the capacity of an owner, provided documents for investigation?	**Yes** ☐ **No** ☐ **N/A** ☒ Comment: None (If answer is no, provide name of individual(s) recommended for investigation and provide specifics details leading to the recommendation in the "Other Comments" section following)

Review of Documents: (For each document listed below, scan for evidence of hidden owners, hidden operations, or other matters that may be of concern to the Operations Division. Mark "X" if the document was reviewed or "N/A" if the document is not required. If document is required but missing, leave box blank and specify missing document in the next section. Specifics of issues noted should be communicated in the "Other Comments" or "Items of Interest" section following)

Done	N/A		Done	N/A	
☒	☐	**Legal documents of organization**	☒	☐	**Minutes of Board/Member/Managers, etc.**
☒	☐	**BSQ & Supporting Documents**	☒	☐	**Bank Statements**
☒	☐	**PFQ & Supporting Documents**	☒	☐	**Tax Returns**
☒	☐	**PHF & Supporting Documents**	☒	☐	**Financial Statements (or Trial Balance)**
☒	☐	**Business Purchase Agreement**	☒	☐	**6 months of G/L cash account activity**
☒	☐	**Evidence of property rights (lease or title, etc.)**	☐		**Other** (specify) ____
☒	☐	**Management or Operating Agreement**	☐		**Other** (specify) ____

Missing Documents: The following documents were identified as missing from the application file or are otherwise required for verification of information:

- ☐ Business Supplemental Questionnaire
- ☐ Personal Financial Questionnaire(s) for the following individual(s): _____
- ☐ Personal History Form(s) for the following individual(s): _____
- ☐ Federal Income Tax Returns for individual(s) &/or business: _____
  Year(s): _____
- ☐ Business & Individual Bank Statements:

  Bank Name: _____ Account Holder(s): _____
  Account Number: _____ Statement Dates: _____

  Bank Name: _____ Account Holder(s): _____
  Account Number: _____ Statement Dates: _____

- ☐ Broker Statements:

  Brokerage Name: _____ Account Holder(s): _____
  Account Number: _____ Statement Dates: _____

  Brokerage Name: _____ Account Holder(s): _____
  Account Number: _____ Statement Dates: _____

- ☐ Notes Payable &/or Loan Documents:

  Lender, if known: _____ Amount Borrowed: _____

  Lender, if known: _____ Amount Borrowed: _____

- ☐ Articles of Incorporation for _____
- ☐ Articles of Organization for _____
- ☐ Partnership Agreement for _____
- ☐ Management/Operating Agreement for _____
- ☐ Management Organization Chart
- ☐ Related Business Entity Organizational Chart
- ☐ Evidence of Property Ownership (specify) _____
- ☐ Lease Agreement for _____
- ☐ Summary of Litigation for _____
- ☐ Business Cash Transaction Detail or Check Register for _____
- ☐ Financial Statements or Trial Balance
- ☐ SEC Filings – Quarterly ☐ Annual ☐
- ☐ Business Purchase Agreement
- ☐ Minutes of meetings (Board, managers, etc.)
- ☐ Legal Agreement/Contract(s) (specify) _____
- ☐ Name, Address & Phone Number of Accountant
- ☐ Name, Address & Phone Number of Attorney/Consultant
- ☐ Other: _____

Other Comments: (Provide narrative of any other concerns or issues that may require follow up action by the Operations Division. Examples of items to be documented in this section include: matters where additional inquiry is recommended to clarify information or answer a question, clear up apparent inconsistencies, ensure full disclosure has been made, or investigate negative information in file, etc.)

Items of Interest: (Provide information to alert the Operations Division of potentially damaging information about applicant(s) or the applicant business. Briefly describe all issues noted believed to be of interest to management when considering applicant(s)' request for licensure. Examples of matters to be included in this section include: applicant's criminal history, negative licensing history (previous denials, suspensions, revocations), bankruptcies, citizenship issues, significant contingent liabilities, etc.)

None

This report is based strictly on a review of documents provided in the application file for this business. No other sources of information were utilized. Other than as disclosed in the forgoing sections, we noted no evidence of any undisclosed owners or operations during our review. All information coming to our attention that we believe the Operations Division should be alerted to has been documented in this report.

Auditor's Name _____ **Review Date** _____

Reviewer's Name _____ **Supervisory Approval** _____

Dept Name: Business License
Process Name: License Renewals
Use Case Number: BL06-01
Created by (BA/BL/SME): Miranda Richardson / Jen Nataka / Tina McColl

Use Case Name: Auto Generation of Business License Renewal Letters		
Level: User Goal		
Description: The process for creating and printing Business License renewal letters is an automated process within the System. This Use Case walks through that process and its considerations. This Use Case also covers the renewal notification portion of the MJ Renewal Process.		
Precondition: There are scheduled renewals		
Primary Actor: R&C		
Secondary Actor: the System		
Third Actor: Ops Center		
Related Use Case(s): BL02-01 Collections – Collections Process-All license Types BL31-01 WS-Manage My Account		
Success: R&C sending out all renewal letters		
Actor	**System**	**Rate**
	1. The System is scheduled to generate renewal letters based on the business license type and renewal cycle within the individual license records	
	2. The System uses the renewal letter template, specific to the type of business based on the license record	
	3. The System automatically generates and forwards all template renewal letters, prepopulated with the business information and renewal amounts due, to the Ops Center for printing	
	4. The System alerts the Ops Center of the batch of renewals to be printed	
5. The Ops Center forwards the printed renewal letters to R&C for review and sending out		
6. R&C reviews the printed letters for errors and sends out via mail		
7. The Business receives the renewal via mail		
Alternate Path 1:		
2.1 At step 6, where there are Renewal letters that were not printed properly, the R&C may regenerate a specific Renewal letter and print.		
Alternate Path 2:		
3.1 At step 1, the Renewal template is stored and maintained within the System. Designated Users are able to make changes to the Templates within the System.		

Alternate Path 3:	
4.1 At step 6, where the Business is 15 days delinquent, the license is assigned to the workbasket of the appropriate Agent. The assigned Agent is based on the type of license(s). Refer to **Collections Process.** See Alternate Path 4a.	
Alternate Path 3a:	
4.2 Where the Business' renewal is 15 days past due, the System generates a Delinquent Notice. The fees shown on the notice include any late or penalty fees. Return to step 1.	
Alternate Path 4:	
5.1 Where the Business owner does not have a Username and Password the Business Owner may request one via the Clark County website or by emailing the designated BL email address.	
MULTI-JURISDICTIONAL CONTRACT LICENSE RENEWAL	
Alternate Path 5:	
6.1 At step 1, where the Renewal is a Multi-Jurisdictional Contractor License and the Primary Jurisdiction is Clark County, the system uses the appropriate template for the renewal letter.	
Alternate Path 5a:	
6.2 At step 1, where the Primary Jurisdiction is not Clark County, the system does not generate a renewal letter for that business license.	
Alternate Path 6:	
7.1 At step 2, where the renewal is a Multi-Jurisdictional Contractor License Renewal, the System prepopulates the template with the contractor specific information.	
Alternate Path 7:	
8.1 At Alternate Path 4a, where the license is a Multi-Jurisdictional Contractor License and Clark County is the Primary Jurisdiction, any late fees are calculated in the System and printed on the Delinquent Notice for both the Primary Jurisdiction and the Non Primary Jurisdiction(s).	
Business Rules: 1. Multi-Jurisdictional Contractor License Renewals are not processed where Clark County is not assigned as the Primary Jursidiction.	
Design:	
Security Requirement(s):	
Data Retention:	
Search Criteria:	
Comments:	

Dept Name: Business License
Process Name: License Renewal
Use Case Number: BL06-02
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Processing of a Renewal		
Level: User Goal		
Description: A Business Owner may receive notification of a renewal from within their Manage My Account profile and/or via mail. The Owner has the option of paying online as a one-time payment, use via using the Username and Password assigned to them, in person payment or mail-in their payment. Online payments, one-time payment or using their profile, uses the same back-end processing of payments. For this Use Case, the Business Owner accesses their profile to make payment.		
Precondition: The Owner receives the renewal notice in the mail		
Primary Actor: Business Owner		
Secondary Actor: R&C		
Third Actor: the System		
Related Use Case(s): BL02-1 Collections - Collections Process – All license types BL10-01 Out of Business – Placing Business OB-BO Initiated BL10-02 Out of Business – No Response BL31-01 Manage My Account BL09-02 Daily Reconciliation – Pymt Processing Online BL09-03 Daily Reconciliation – Pymt Processing In Person BL07-01 MultiJurisdiction Contractor Requirements		
Success: Payment of Renewal Fees		
Actor	**System**	**Rate**
1. The Business Owner receives the notification of renewal via their Manage my Account	2. The System allows the Owner to login and access their profile and view the payments due	
3. The Business Owner is able to select the line items to be paid		
4. Refer to Use Case **<u>Daily Reconciliation – Pymt Processing Online</u>**	5. The System allows the Owner to view the status of the license renewal and payment processing	
	6. The System generates the Renewal license upon full payment	
7. R&C is able to print the license and send out		
Alternate Path 1:		
1.1 At step 1, where the Business' mail is returned, refer to the **<u>Unlicensed Business</u>** Use Case.		
Alternate Path 2:		
2.1 Where the Business owner does not have a Username and Password the Business Owner may request one via 'Forgot my Password', 'Forgot my Username' or calling into Business License to email a new password to the Business License registered email address.		
Alternate Path 3:		

3.1 At step 1, the Business Owner also receives a renewal notification via mail.	
Alternate Path 4:	
4.1 At step 3, the Owner has the option of mailing in a payment and/or pay in person. See Use Case **Daily Reconciliation – Pymt Processing In Person.**	
Alternate Path 4a:	
4.2 Where the Owner has other fees due, they may select to pay those fees at the same time of payment of their renewal fees.	
Alternate Path 5:	
5.1 At step 7, the Business Owner may make a 'One Time Payment' via the Clark County website, not logging into the Manage my Account profile. Refer to Use Case **Daily Reconciliation – Pymt Processing Online**	
Alternate Path 6:	
6.1 At step 3, where the Business Owner did not make a full payment of renewal fees due, the System does not generate the renewal license for mailing. The Business Owner may only make a partial payment when in person. Partial payments are not accepted via online.	
Alternate Path 7:	
7.1 At step 4, where a partial payment has been made in person and the balance is 15 days past due, refer to Use Case Collections.	
Alternate Path 8:	
8.1 A business has the option of requesting to place their Business Out of Business. See **Out of Business – Placing Business OB-BO Initiated**	
Alternate Path 9:	
9.1 The Business Owner has the option to receive all renewal communications via their Manage my Account, going paperless. This is requested by logging into their profile and changing their settings.	
MULTI-JURISDICTIONAL CONTRACT LICENSE RENEWAL	
Alternate Path 10:	
10.1 At step 2, where the Primary Jurisdiction is not Clark County, the system displays the amounts due but does not allow payment to be accepted. The Business Owner must pay fees due to the selected Primary Jurisdiction.	
Alternate Path 11:	
11.1 At step 3, the System displays the registered Jurisdictions. The System allows the Business Owner to edit the Jurisdictions selected. Including adding or removing a Jurisdiction. The System recalculates renewal fees due based on the selections.	
Alternate Path 11a:	
11.2 At step 3, the System allows the Business Owner to change the Primary Jurisdiction for their business. Where the Business Owner changes their Primary Jurisdiction, the Request is forwarded to the appropriate Agent for processing. See Use Case **Primary Jurisdiction Transfer.**	
Alternate Path 12:	
12.1 At step 4, payments made towards a Multi-Jurisdictional Contractor License, are applied to Clark County fees primarily and remaining funds are disbursed by alphabetical order to the remaining Jurisdictions and updated in the Central Database. See Use Case **Multi Jurisdiction Contractor Payment Processing**.	
Alternate Path 13:	
13.1 At step 3, where the Business Owner did not make a full payment of renewal fees due, the System does not generate the renewal license for mailing. The Business Owner may only make a	

partial payment when in person. Partial payments are not accepted via online.
Alternate Path 14:
14.1 At step 4, where a partial payment has been made and the balance is 15 days past due, refer to Use Case **Collections.**
Business Rules: 1. Where the License is a Multi-Jurisdictional Contractor License, the Primary Jurisdiction is responsible for receiving, disbursing and collections status of all funds. 2. The Business Owner also receives Renewal notification via the mail. All renewal options within the System, the Business Owner may complete via the mailed Renewal notice and/or in person. 3. Where it is a MJ License and Clark County is not the
Design: 1. There is one Username assigned to a Business Owner. 2. The Username is unique to the Business Owner. 3. The Business Owner may use the same Username and Password to manage all licenses within Manage my Account. 4. The Username and Password is initially generated with the first renewal of a license. 5. The Password may be reset by the User or the System by selecting 'Forgot my Password' or by requesting the same with Business License. 6. When an Owner is assigned a Username and Password, the System creates an interface where the Owner may manage their statuses of Licenses. Refer to Use Case **Manage My Account.**
Security Requirement(s):
Data Retention:
Search Criteria:
Comments: 1. The System generates an exception report where the amount due by the Business Owner is greater or less than that actually owed. This is a report generated on a monthly basis. 2. Where Clark County is the non-primary jurisdiction, they receive a monthly report from the Primary Jurisdiction showing the monies paid by the Business Owner. This process is handling outside of the System.

BL07-01 Multijurisdiction Contractor Requirements

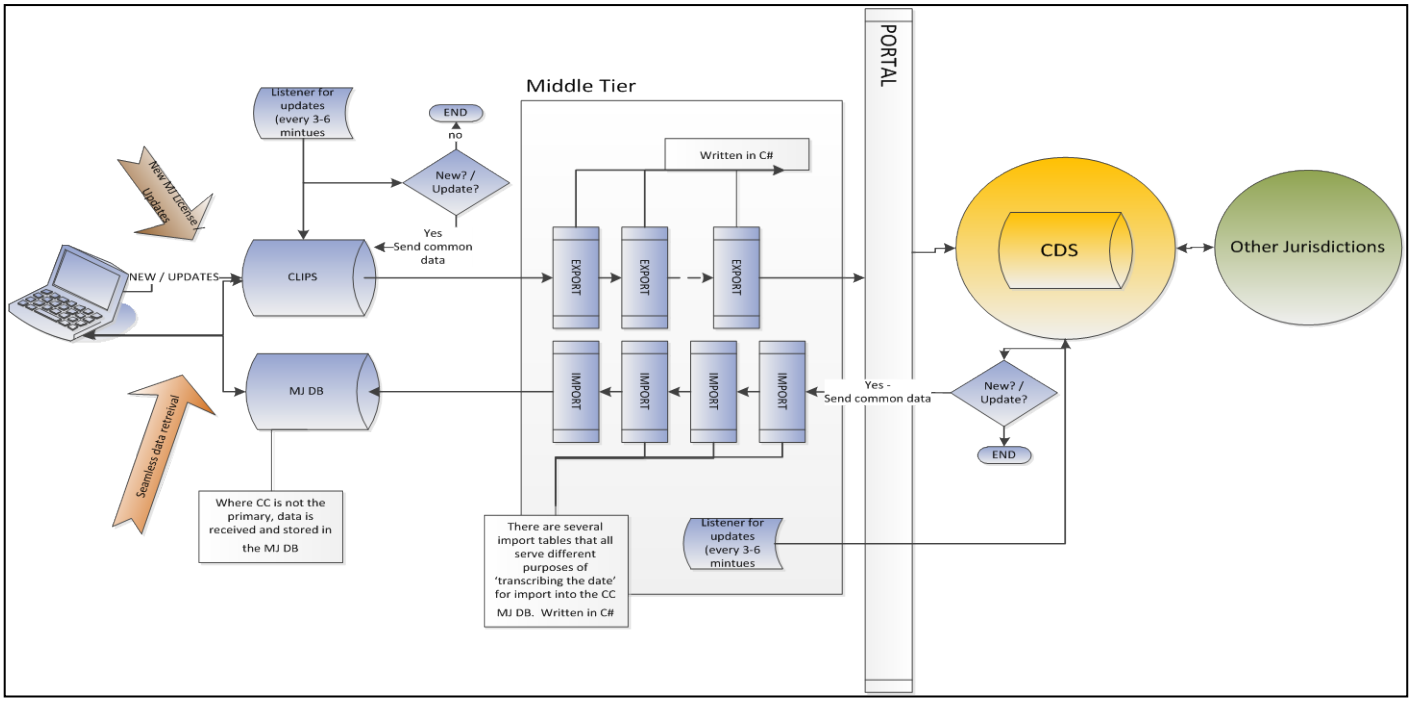
The County also participates in a multi-jurisdictional business license initiative that allows access to shared data resources and transfer of business license data between all participating jurisdictions. This required the development and support of a "middle tier" interface to facilitate rules-based data exchange between the County business license system and a centralized database. This first phase of this initiative is complete; a second phase, to facilitate additional license types, is currently in the planning stages.

Where a new application for MJ License and/or there is an update to the MJ license stored in the current CLIPS database, Clark County has responsibility to update the records where Clark County is the Primary Jurisdiction. There are stored procedures and triggers currently in the database listening(every 3-6 minutes) for an update to a MJ license. When an update is made, the common data is pushed to the exporting tables (within the Middle Tier) for transcribing and pushing to the CDS. The Middle Tier is written in C#.

MJ Licenses where Clark County is not the primary jurisdiction, there is a listener(every 3-6 minutes) that will trigger pulling common data from the CDS where there is a new license doing business in Clark County and/or update to an existing license doing business in Clark County. The data is imported into several tables transcribing the data for storage in the MJ DB. A separate database from the current CLIPS database. The information stored is 'common data' for the license and cannot be updated by the non- primary jurisdiction.

When an internal User to Clark County, requests information regarding a MJ License, the query searches both the current CLIPS database and the MJ DB for the record. Where Clark County is not the primary, only common data is retrieved and displayed. Where Clark County is the Primary jurisdiction, all information regarding the license is retrieved and displayed, including fee and payment information for all Jurisdictions.

The CDS and other jurisdictions are out of scope for this project.



Business License Systems – Functional Requirements

1.1	Each participating jurisdiction's business license system will have the capability to designate their jurisdiction as a "primary" or "non-primary" jurisdiction.
1.2	Each primary jurisdiction's business license system will have the capability to designate one or more jurisdictions as "non-primary" (licensed to operate) when they are the "primary" jurisdiction.
1.3	Each primary jurisdiction's website will provide the capability to search on the contractor license to identify whether the jurisdiction is the primary or non-primary jurisdiction. Contractors, the public, and Las Vegas Valley business license personnel can search in each jurisdiction's business license system to view the municipalities that have been chosen as the primary and/or non-primary jurisdictions for a business entity. The primary jurisdiction and the non-primary jurisdiction(s) will display.
1.4	The primary jurisdiction will issue the license with the non-primary jurisdictions listed on the business license, including NONE, if no additional jurisdictions are selected. In addition the multi-jurisdictional license number (Unique ID) will display on the multi-jurisdictional business license. Reference appendix J for form design.
1.5	The primary jurisdiction will collect all license fees (application, license, renewal) and penalty fees.
1.7	When Clark County is the primary jurisdiction, new accounts (groups) will display on the monthly Comptroller's Revenue Report for each of the selected non-primary jurisdictions. If Clark County is the non-primary, the total amount received from the primary jurisdiction(s) will be entered and will display as a lump sum in the Comptroller Report.
1.8	Each primary jurisdiction's system must be able to generate a Remittance Report prior to the 15th of each month for receipts of the prior month. The primary jurisdiction, payment date, business name (DBA), fee description, license fee, penalty amount, and totals will be included on the report. This new report will be sent electronically to the non-primary jurisdiction(s) prior to the wire transfer for their share of the license fees and penalty fees.
1.9	The non-primary jurisdictions' current business license systems will have a way of suppressing any billing of license fees (application, license, renewal) or penalty fees as well as the renewal billing date, etc. Non-primary jurisdictions will not bill the customer.
1.10	The system shall interface with the web services which will interface with the centralized database.
1.12	The primary jurisdiction's system shall generate a multi-jurisdictional license number (unique ID) and send new business license data (common data) including the multi-jurisdictional license number to the centralized database.

1.13	The new business license data (common data) entered by the primary jurisdiction during application processing will be sent to the centralized database, in real time or at minimum hourly, when the status is set to "Pending".
1.14	The primary jurisdiction's system shall receive either a successful acceptance or a list of exceptions after the centralized database validates the data for new or updated data.
1.15	The non-primary jurisdiction's system shall have the capability to retrieve from the centralized database new business license data (common data) not previously retrieved.
1.16	The non-primary jurisdiction's system shall be able to retrieve new business license data (common data) by a date range.
1.17	The primary jurisdiction's system shall send all common data for a business license to the centralized database when any of the information has been updated/changed. Not just the data that was changed.
1.18	The non-primary jurisdiction's system shall be able to retrieve, from the centralized database, updated business license data not previously retrieved.
1.19	The non-primary jurisdiction's system shall be able to retrieve, from the centralized database, updated business license data by date range.
1.20	During a primary jurisdiction transfer, the newly instated primary jurisdiction's system shall be able to immediately retrieve the multi-jurisdictional license number (unique ID) and common data from the centralized database, after the ~~newly designated~~ current primary jurisdiction's administrator has changed the primary and non-primary information in the centralized database record.
1.21	Upon a transfer of a primary jurisdiction, the multi-jurisdiction license number (unique ID) will remain the same. The new primary jurisdiction's system will not assign a new multi-jurisdiction license number.
1.22	The primary jurisdiction, whether via a new application or via a transfer, is accountable for updating the common data.
1.23	The participating jurisdictions' systems shall translate a common set of statuses used by the centralized database to the statuses used by the business license system when sending (primary) and retrieving (non-primary) data.
1.24	The participating jurisdictions' systems must allow for scalability beyond the contractor license type.
1.25	Only the primary jurisdiction(s) can revoke a license. The non-primary jurisdiction(s) will contact the primary jurisdiction to discuss canceling a license.
1.26	The participating jurisdictions will convert existing contractors to the appropriate assignment of primary or non-primary jurisdictions. The primary jurisdictions will obtain a multi-jurisdictional license number (unique ID) for the existing contractor licenses. A Transition Plan will be developed by the BL Workgroup and opportunities to automate portions of the Transition Plan will be investigated.

1.27	The primary jurisdiction's system will list the primary jurisdiction, the designated non-primary jurisdictions, the total fee with associated license fees (license and penalty) itemized by non-primary, and the multi-jurisdictional license number (unique ID) on the renewal notice.

Business Rules (Each business rule is traceable to one or more functional requirement(s).)

1.1	If a business does not have a fixed location in any participating jurisdiction, the participating jurisdiction that the business first intends to conduct business in shall be the primary jurisdiction.
1.2	Multiple non-primary jurisdictions may be identified or none at all.
1.3	If Clark County is designated as a Non-Primary Jurisdiction, the parcel number may not be a search parameter.
1.3	Only the "Pending" and "Active" statuses will display on the website for the contractor multi-jurisdictional licenses. Primary Jurisdictions enter the data, not the non-primary(s), so the non-primary(s) will always have the same status as the primary.
1.3, 1.4, 1.27	The primary and non-primary will display as "The City of Henderson", "The City of Las Vegas", "The City of North Las Vegas", and/or "Clark County" on the website, multi-jurisdictional business license and the renewal.
1.5 (a)	The participating jurisdictions' business license systems will adopt a standard semi-annual license fee for contractors (category 240). The workgroup has proposed a semi-annual license fee of $100 but this must be approved. An alternative is for the primary jurisdiction to collect each jurisdiction's specified license fee. This is to be resolved. The CLIPS system will calculate license fees and penalty fees for Clark County and each designated "non-primary" jurisdiction based on expiration dates of May 1 and November 1 for contractors.
1.5 (b)	The primary jurisdiction is responsible for the license renewal for a multi-jurisdictional business license. The jurisdictions will adopt a semi-annual renewal frequency for contractors with license periods beginning May 1st and November 1st of each year. Multi-jurisdictional licenses issued from January 1, 2012 to go-live (no later than June 17, 2012) will have an expiration date of May 1, 2012 or November 1, 2012. Active licenses issued prior to January 1, 2012 will have an expiration date of May 1, 2012 or November 1, 2012.
1.5 (c)	Clark County prorates monthly.

1.5 (e)	The primary jurisdiction will collect late fees on all delinquent fees (primary jurisdiction license fee and designated non-primary jurisdiction fees) based on their current house rule. Penalty amounts collected in relation to non-primary jurisdiction license fees will be distributed to that non-primary jurisdiction. Penalties will always apply to both primary and non-primary(s) – they are mutually exclusive since the primary collects all the fees.
1.5 (f)	Multi-jurisdictional licenses are not valid until full payment is received. Partial payments are not allowed.
1.8	When Clark County is the primary jurisdiction, the Department of Business License sends the Comptroller Report to the Finance Department. The Finance Department is responsible for remitting (wire transfer) what is owed to the designated non-primary jurisdiction(s). Reference appendix E for a sample of the new remittance report. The Dept. of Business License will electronically send the remittance early in each month regardless if the total amount owed to the non-primary is zero dollars.
1.8, 1.9	If Clark County is a non-primary jurisdiction, the Department of Business License receives a Remittance Report and wire transfer with our share of the license fees and penalty fees from the primary jurisdiction. Wire transfer direct to accounts. Reference appendix F.
1.1, 1.15, 1.16	If Clark County is designated as a non-primary jurisdiction, it is preferable that no business license number will be assigned. The multi-jurisdictional license number (unique ID) will be used for tracking instead. If Clark County is a non-primary or has not been designated, and becomes the primary jurisdiction through a transfer, a business license number will need to be assigned. In the event a CLIPS business license number has to be assigned: the format for the non-primary BL number is: o CLIPS BL #.240.020 o 240 = License category number o 020 = "0" + Primary Jurisdiction's code (See common data table) o If Clark County becomes a Primary jurisdiction, the assigned non-primary BL number must be deleted.
1.8	If Clark County is designated as a non-primary, the license fee will be created as a normal license fee received in CLIPS. The wire transfer for our share of the license fees and penalty fees received from the primary jurisdiction will be entered in total. Do not post to individual licenses.
1.12, 1.13	If the status is "Pending", the fields Fee Description, License Fee, Penalty Amount, and Payment Date are not mandatory.
1.12 (a)	When the status is "Active", all common data is mandatory as reflected on the Common Data Design Table.

1.12 (b)	The constituent will complete one application per contractor license type with the primary jurisdiction.
1.12 (c)	If a business has more than one physical location, they must apply for appropriate licensing with each primary jurisdiction. This may result in more than one primary jurisdiction for the same business owner/dba combination. Each primary jurisdiction will create a license and assign a multi-jurisdiction license number (unique ID) for the specific address.
1.13 (a)	The customer has paid the fees prior to sending the common data to the centralized database. The "Pending" status is sent to the centralized database.
1.13 (b)	A customer may change the data at any time prior to the issuance of the license.
1.13 I	Each primary jurisdiction should ensure that a valid State license is in place prior to issuing a business license, if applicable.
1.13 (d)	The primary jurisdiction will use their system/procedures to process an application, and will license under their own house rules.
1.13 (e)	Application fees will only be charged by the primary jurisdiction for processing the application. Application fees will not be charged for designated non-primary jurisdictions. No application fee information will be exchanged. The application fee charged is based on the primary jurisdiction's house rule.
1.20 (a)	The business license applications differ from one jurisdiction to another. They do not necessarily capture the same data, so the license technician working for the newly instated primary jurisdiction (from a transfer of primary jurisdiction) needs to update/enter information (i.e. address and phone number) in the new primary jurisdiction's system.

Status Translation Table

License Status Codes	**Internet Display**	**Centralized Database Status Codes**
License Denied	License Denied	Inactive
Licensed	Licensed	Active
Limited License	Limited License	Active
Out Of Business	(not displayed)	Inactive
Pending Appeal	Pending	Pending

Pending Application Processing	Pending	Pending
Pending Approval	Pending	Pending
Pending Approval – Doing Business	Pending	Active
Pending Unlicensed Business – AUD	Pending	Pending
Pending Unlicensed Business – ENF	Pending	Pending
Pending Unlicensed Business – FIN	Pending	Pending
Pending Unlicensed Business – OPS	Pending	Pending
Permit Issued	Permit Issued	N/A
Revoked – Delinquent	Revoked – Delinquent	Inactive
Temporary License	Temporary License	N/A
Delinquent		Expired

Traceable to Functional Requirements	
1.1, 1.2	Reference appendix C for field placement of "Non-Primary Jurisdiction(s)" when Clark County is the primary jurisdiction.
1.1	Reference appendix D for a layout of a License View Screen if Clark County is designated as a "Non-Primary Jurisdiction". Approach 1) Store a copy of the data in CLIPS. Approach 2) Data is not stored in CLIPS – viewable only on the screen.
1.3	Each Jurisdiction's business license system will have this capability, not the centralized database. The website is updated from CLIPS.
1.3	Must be able to perform an on-line search by the multi-jurisdictional license number (unique ID), primary jurisdiction, non-primary jurisdiction, business name, business address, or license number if Clark County is the primary jurisdiction. Add multi-jurisdictional license number (unique ID), primary jurisdiction, and non-primary jurisdiction to the Business License Database Search screen. Additional parameters need to be added for on-line searching based on the new search capabilities. Reference appendix H.
1.3, 1.23	See Clark County Status Translation Table in the Design Section
1.4	The Clark County logo, name, and address will continue to reflect Clark County as the Primary Jurisdiction. The license will state:

	"Licensee is also authorized to conduct business for this license type in the following non-primary jurisdictions:" <list designated non-primary jurisdictions> or "None". Reference appendix J for form design.
1.5	The Paving Contractor license type (category 241) will be collapsed into the contractor license type (category 240).
1.5, 1.7	Liability Account(s) must be created to show fees collected on behalf of each non-primary jurisdictions when Clark County is designated as the primary jurisdiction. The Comptroller's Revenue Report will display the monthly amount owed to each designated non-primary jurisdiction. Each non-primary will have a separate revenue account. The fee descriptions, license fee and penalty fees will be itemized for each non-primary jurisdiction. Reference appendix G.
1.7	A Multi-Jurisdiction Revenue Account must be created to capture license fees coming in when Clark County is designated non-primary jurisdiction. If Clark County is the non-primary, the total monthly amount received from the primary jurisdiction will be included in the General Business License Revenue Account. Reference Appendix G.
1.8	The centralized database will not distribute the fees to the non-primary jurisdictions or interface with the finance systems. Reference Appendix E and F for samples of the Remittance Report.
1.12	The multi-jurisdictional license number format is the City/County Prefix Code + a sequential number. See common data table.
1.13	Mandatory fields must be entered prior to sending the data to the centralized database. If the status is "Pending", the fee description, license fee, penalty fee, and payment date are not mandatory.
1.14	It is preferred the successful acceptance or a list of exceptions is real time. In the event a list of exceptions is received, the user must fix the exceptions and resend.
1.15	When Clark County is selected as a non-primary, they prefer to retrieve a subset of the common data as listed below. Multi-jurisdictional License Number (Unique ID) Business Name (DBA) Business Address Business Phone License Classification License Status

	Issue Date (retrieved if status = "Active", not retrieved when status = "Pending" Primary Jurisdiction Non-Primary Jurisdiction(s) Application Date Expiration Date Reference appendix D– Non primary jurisdiction screen
1.2	The current primary jurisdiction's administrator will have access rights to change the designation.
1.27	Calculate the total of the selected non-primary jurisdictions on the renewal including penalty fees. Reference appendix I for form design. If the customer chooses to discontinue working within a jurisdiction, or chooses to add a jurisdiction, they will complete an additional form requesting the non-primary jurisdiction be added or removed. The business license technician will then add or delete the associated non-primary jurisdiction in CLIPS. This change will be reflected on the renewal and will calculate the fee accordingly.

The following mandatory data will be entered if Clark County is the primary jurisdiction.		
Common data Name	**Mandatory?**	**Define Value**
Multi-Jurisdiction License Number (Unique ID)	Yes – Generated by Primary Juris. Business License System	Prefix Code + Sequential Integer
City/County Prefix Code (10, 20, 30, 40)		
10 = CC, 20 = HEND, 30 = CLV, 40 = NLV		
Nevada Business Identification Number (The State ID number is not always assigned.)	No	Alpha Numeric
Alpha-Numeric – 13 characters		
License Classification (i.e. Contractor)	Yes	Contractor
Primary Jurisdiction	Yes	CC, HEND, CLV, NLV
Non-Primary Jurisdiction(s)	Yes	CC, HEND, CLV, NLV, NONE
Business Name (DBA)	Yes	String

Business Owner(s) (Entity name or if sole proprietor or general partnership, Last Name, First Name)	Yes	String
Business Address (street number, street name, suite/unit, city, state, zip)	Yes	Parsed like the Assessor's Data
Mailing Address (street number, street name, suite/unit, state, zip)	Yes	String
Business Phone	Yes	Integer
Business Description	Yes	Text
License Status	Yes	Pending, Expired, Active, Inactive
Issue Date	Pending = No Active = Yes	Date and Time
Expiration Date	Pending = No Active = Yes	Date and Time
Cancellation Date/Inactive Date	No	Date and Time
*State Contractor's License Number(s)	Yes	
Application Date	Yes	Date and Time
Fee Description	Pending = No	Application Fee
	Active = Yes	License Fee
		Renewal Fee
		Penalty Fee
License Fee	Pending = No Active = Yes	Amount
Penalty Amount	Pending = No Active = Yes	Amount
Payment Date	Pending = No Active = Yes	Date and Time
Updated Date		Date and Time
Creation Date	Yes	Date and Time
Updated Date – Source System???		

Dept Name: Business License
Process Name: Daily Reconciliation
Use Case Number: BL09-01
Created by (BA/BL/SME): Miranda Richardson / Jen Nakata / Tina McColl

Use Case Name: Payment Processing – In person		
Level: User-Goal		
Description: Business Owners have the option of paying in person for any fees that may be due during the business ownership. The following use case walks through the steps followed/applied in this process.		
Precondition: Business Owner(s) is making payment in person		
Primary Actor: R&C		
Secondary Actor: Business Owner		
Third Actor: BLT		
Related Use Case(s): BL03-01 New Buisness License App-ALL BL06-01 Renewal-Processing a Renewal BL31-01 WS-Manage my Account BL25-01 Film Application Submittal		
Success: Ability to Print receipt		
Actor	**System**	**Rate**
1. R&C is able to search for a specific business license number and/or reference number	2. The System returns information found based on the search criteria entered	
3. R&C is able to select and view a detailed record		
4. R&C is able to select to apply payment to a specific record	.	
5. R&C is able to select the fee(s) that is to be paid by the Business Owner	6. The System returns User Interface for R&C allowing the entry of payment information	
7. R&C is able to enter payment information based on the payment type	8. The System displays the license and payment information for confirmation	
	9. The System submits payment information to the third party payment processing system, for approval or decline	
	10. At approval, the System commits the payment information and creates an entry into today's total receivable	
	11. The System presents a confirmation page of payment acceptance	
12. R&C is able to create a payment receipt for the amount paid	13. The system returns a PDF formatted receipt for printing	
Alternate Path 1:		
1.1 At step 1, where the Business Owner is required to see a BLT prior to R&C, they are directed to the receptionist to be placed in the queue for a BLT. Continue Alternate Path 1a.		
Alternate Path 1a:		
1.2 At Alternate Path 1, the BLT places the Business Owner in queue to make payment to R&C. Continue step 2.		

Alternate Path 1b:	
1.3 At step 1, where a new application payment was mailed in, it is forwarded to R&C with the Application ID#. R&C applies payment to the Application ID# assigned.	
Alternate Path 2:	
2.1 At step 2, the System alerts R&C where additional application or license information is required; Continue step 3.	
Alternate Path 2a:	
2.2 At step 2, where an alert has been added to a license by another department and/or process, the System displays the alert for R&C. This step is FYI purposes. Continue step 3.	
Alternate Path 3:	
3.1 At step 4, where there is a payment to be applied to multiple associated licenses, the System allows R&C to search for, select and apply payments to multiple licenses.	
Alternate Path 4:	
4.1 At step 4, where there is a payment to be applied to multiple non-associated licenses, the System allows R&C to search for, select and apply payments to multiple licenses. Continue Step 4.	
Alternate Path 5:	
5.1 At step 5, where the Business Owner license has a flat license fee and is attempting to make a payment more than 30 days prior to due date, R&C may accept the payment by: applying a credit to the license; and selecting to schedule the credit to be applied to the license on the renewal generated date (30 days prior to actual renewal date). The System alerts R&C on the scheduled date to apply payment. Continue step 5.	
Alternate Path 6:	
6.1 At step 7, where the payment is via Cash, continue to step 10.	
Alternate Path 7:	
7.1 At step 7, where the Business Owner is paying by check, the R&C is able to scan the check, return physical check to Business Owner, and the System stores an image of the check, accessible via the license record, for 1 year and 1 day from scanned date. Continue Alternate Path 7a.	
Alternate Path 7a:	
7.2 Where the System stores the payment check image, the System requires designated information making that image/data searchable within the system, only by R&C. Information requested includes date of check, number of check, and printed name on check. Continue to step 8.	
Alternate Path 8:	
8.1 At step 8, where the type of payment was not accepted, R&C is prompted with the same and the Payer is able to present another form of payment. Continue Alternate Path 8a.	
Alternate Path 8a:	
8.2 At step 8, where the Payer does not have an alternate form of payment, R&C is able to cancel the payment process. For new applications it is placed back in holding status.	

Business Rules:

At step 8: Payer may only pay via cash, Check and/or Debit Card in person;

At step 8: Payer may not make debit card payment unless there is a license number created;

1. Only R&C is able to see and search for any payment checks stored within the system;
2. Payment checks are stored in the System for one year and one day from the actual scanned date;
3. The data recorded for the payment check, may be used for searches by the R&C, returning the license record, data and payment check image;

4. Alternate Path 5, the System does not automatically apply the scheduled credit.
Design: 1. R&C is able to scan physical check and apply information and amount of payment to specified license/permit 2. Where a payment is applied, the business status is immediately updated appropriately; 3. Scanning of the physical check creates a secured image within the license/permit profile only visible by R&C; 4. All payments are applied to the proper GL account for daily and next day reconciliation; 5. At step 6, the credit and debit card process is integrated into the System in order to capture data and process payment within the workflow; 6. Credit Card and Debit Card payments are automatically posted to the daily batches and deposited into the proper SAP GL account at close of batch; 7. Where multiple licenses are selected for payment, the System presents a grand total due of selected licenses; 8. As payment amounts are being entered into the individual licenses, the grand total due for selected licenses reflects the same.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Daily Reconciliation
Use Case Number: BL09-02
Created by (BA/BL/SME): Miranda Richardson/ Jen Nakata

Use Case Name: Payment Processing – Online		
Level: User-Goal		
Description: Business Owner(s) is making payment to be applied to a license and/or permit, via their register Manage My Account profile. The Business Owners is able to view and select what payments are to be made within the session. The following use case walks through the steps followed/applied in this process.		
Precondition: Business Owner has a registered Manage My Account		
Primary Actor: Business Owner (hereinafter 'The User')		
Secondary Actor: The System		
Related Use Case(s): BL31-01 WS -Manage my Account		
Success: Ability to Print receipt		
Actor	**System**	**Rate**
1. The Business Owner is able to access their Manage my Account profile via internet	2. The System allows the User to log into their account profile	
3. The User is able to view any fees yet outstanding and select the appropriate line item for payment	4. The System returns details regarding the license and payment required for the selected line item.	
	5. The System provides the User with requested information needed to input payment information	
6. The User enters specific payment information based on the form of payment being used and selects to submit	7. The System validates the information being entered is complete and in the proper formatting	
	8. The System presents the User with a confirmation of payment information entered, allowing the User to edit information entered	
	9. The System submits payment information to the third party payment processing system, for approval or decline	
	10. At approval, the System commits the payment information and creates an entry into today's total receivable batch	
	11. The System presents a confirmation page of payment acceptance and commits payment information. User has option to print receipt.	
	12. The System sends an electronic confirmation of payment to the contact email address provided	
	13. The System updates the line item and status within the license record appropriately.	

	Updating the license record also updates the information within the profile. Updates are committed and displayed immediately.	
Alternate Path 1:		
1.1 At step 1, the Payer may opt to make a one-time payment. Continue step 6.		
Alternate Path 2:		
2.1 At step 3, the Business Owner may not make a payment more than 30 prior to due date via online.		
Alternate Path 3:		
3.1 At step 6, the User may opt to store payment information for future payments. Continue step 7.		
Alternate Path 4:		
4.1 At step 7, where the information entered is incomplete or incorrectly entered, the system notifies the User of the same allowing the User to edit the fields.		
Alternate Path 5:		
5.1 At step 9, where the method of payment was not accepted, the User is prompted the same and the User is able to enter another form of payment. Refer to step 6.		

Business Rules:

At step 1: The Payer is able to go online and make a one-time payment, not creating/accessing a Manage my Account profile;
At step 8: Payer may only pay via Credit Card or ACH online;
At step 8: Payer may not make debit card payments online;
At step 8: Where internet connection has been lost during the payment process, the User is alerted to the same and prompted to confirm payment information again in order to re-submit information once connected;
At step 6: Where the User opted to previously store payment information, the User has the option to select which previously stored method of payment to use in the specific transaction;
At step 6: The User has the option to use current profile business contact information to pre-populate the payment interface;
At step 11: The User has the option to print the receipt of a specific payment via Manage my Account, at any time;
At step 7: Partial payments of fees due are not accepted. Business Owner must make payments in full via online;

Design:

1. At end of day all batch postings are recorded into SAP.

One Time Payment:

1. At step 1, To access the one-time payment User Interface, the Payer must enter the License number and renewal number to access the payment interface;
2. The System displays Business Name, amount due and when due, for the one-time payment interface;
3. At step 6, for one-time payments, the Payer is prompted for double entry of the email address;

Security Requirement(s):

Data Retention:

Search Criteria:

Comments:

Dept Name: Business License
Process Name: Daily Reconciliation
Use Case Number: BL09-03
Created by (BA/BL/SME): Miranda Richardson / Jen Nakata

Use Case Name: Daily Reconciliation – Same Day		
Level: User-Goal		
Description: At the close of each day, R&C must reconcile all payments received by payment type. The information is verified and prepped for next day reconciliation and deposit.		
Precondition: Payments were received same day		
Primary Actor: R&C (also referenced as Cashier)		
Secondary Actor: The System		
Related Use Case(s): BL09-04 Daily Reconciliation-Next Day BL09-02 Daily Reconciliation-Pymt Processing Online BL09-01 Daily Reconciliation-Pymt Processing In Person		
Success: Ability to Print receipt		
Actor	**System**	**Rate**
1. The Cashier is able to access the system and open a batch for payment processing for a specific day	2. Refer to **<u>Payment Processing-in person</u>**	
3. The Cashier can select to close open batches	4. The System dates and assigns a unique number to batch and an audit record of user information /date / time	
	5. The System returns a line item report of all posts for the specific batch	
6. The Cashier reconciles entries and submits to close	7. The System closes all batches and posts them to the daily batch total for all payments	
	8. The System displays a confirmation of batches closed and posted.	
Alternate Path 1:		
1.1 At step 1, all payment posts are added to batches for that day. Continue step 2.		
Alternate Path 2:		
2.1 At step 3, the Cashier is able to view the status and entries to their open and closed batches for the selected date. Return to step 3.		
Alternate Path 3:		
3.1 At step 8, the Cashier may open a new batch for the same day. Return to step 1.		
Alternate Path 4:		
4.1 At step 8, receipt #s are links to the actual receipt generated at payment. Continue step 8.		
Business Rules: 1. A Cashier may view another Cashier's batches via a search User Interface for the same; 2. R&C Cashiers may be able to close other Cashiers' batches; 3. R&C Cashiers may be able to edit other Cashier's batches creating an audit entry of same. 4. At end of day, all payments are posted to the proper GL account within SAP		
Design: 1. When payments posted to license record, payments are made visible; 2. Step 3, the Cashier is able to view all open batches and all closed batches for a specified day;		

3. System displays the specific User's batches; 4. R&C may search for and view previous day's batches; 5. Previous day closed batches may not be edited.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Daily Reconciliation
Use Case Number: BL09-04
Created by (BA/BL/SME): Miranda Richardson / Jen Nakata

Use Case Name: Daily Reconciliation – Next Day		
Level: User-Goal		
Description: R&C has a next day process that walks through the reconciliation and verification of the previous day's payment batches, online payments and any credits made to the BoA account from credit card payments. This Use Case walks through these steps to complete this process.		
Precondition: Payments have been made from previous day		
Primary Actor: R&C		
Secondary Actor: The System		
Related Use Case(s): BL09-01 Daily Reconciliation-Pymt Processing In Person BL09-02 Daily Reconciliation-Pymt Processing Online		
Success: Ability to complete daily deposit		
Actor	**System**	**Rate**
1. R&C is able to access the system and request specific dates for payment batches	2. The System returns all payment information and specific User information for the requested date	
3. R&C is able to request a report for batches during the specified date	4. The System returns a view of posted payments for the specified date and posted payments within SAP for the specified date, displaying the Use(what was the purpose of the payment), amount of the payment, type of payment(cash, check, credit card, debit card)	
5. R&C is able to edit specific data for a specific line item entry within the view		
6. R&C is able to reconcile and sign off on the line item payments in the System and deposits to SAP	7. The System returns a printable confirmation of date and deposit information for R&C	
Alternate Path 1:		
1.1 At step 2, the business name is a hyperlink to the license record;		
Business Rules:		
Design: Reports R&C is able to export Batch Total information into an Excel spreadsheet or PDF; Step 5: contains links to the payment information within the specific license record, and receipt;		
Security Requirement(s):		
Data Retention:		
Search Criteria:		
Comments:		

Dept Name: BL
Process Name: Out of Business
Use Case Number: BL10-01
Created by (BA/BL/SME): Miranda Richardson / Allison Gigante

Use Case Name: Placing out of business – Business Owner Initiated		
Level: User-goal		
Description: This use case describes the process of placing a business Out of Business within the system. The business has notified the Business License department that they are going out of business or are no longer operating. The following Use Case considers that the business may or may not be delinquent or up for renewal.		
Precondition: Business is no longer in operation		
Primary Actor: Business Owner		
Secondary Actor: The System		
Tertiary Actor: Business License Technician		
Related Use Case(s): BL10-02 Out of Business-No Response BL02-01 Collections-Collections Process-All license types BL10-04 Out of Business-Reinstatement of Business		
Success: Post Out of Business status payment posting; Collection lines removed		
Actor	**System**	**Rate**
1. Business Owner is able to access 'Manage My Account' Out of Business form.	2. The System provides the Out of Business form to complete	
3. The Business Owner is required to complete all requested fields pertaining to the business.	4. The System displays a confirmation page of the information collected stating the form is being processed and, based on the license type, who within BL can be contacted with any questions. The System records the information.	
	5. System allows the business owner to request additional business licenses out of business that are registered within their Manage My Account.	
	6. Upon submittal, the Out of Business information is routed to an Agent's work basket, based on the type of business license(s)	
	7. Upon a license being placed in Out of Business status, the system validates entered information.	
	8. The System records all changes to the License(s) record.	
	9. Where the business is placed in OB status and is 15 months after license expiration date, notifications are routed to the Agent workbasket based on license type where the license is L&G, Regulated and/or	

	Privileged.	
Alternate Path 1:		
1.1 At step 1, a Business Owner may request to register to Manage My Account to place their business in OB. Refer to Use Case Register for Manage My Account		
	1.2 Continue step 1	
Alternate Path 2:		
2.1 At step 5, if fees are due, the System presents the Business owner with full amounts due, allowing the submittal of a payment at the time of completing the form via the Manage My Account system. The System is able to locate and apply payment to designated license(s). Where a past due amount is being tendered, the last agent assigned to the last action receives credit for the payment, where applicable; and system removes all collection line items from the license.		
	2.2 Continue step 5	
Alternate Path 3:		
3.1 At step 6, if there are fees due and the business owner opted to not pay, the Agent may place the license in the collections work basket with the status of Revoked-Delinquent or continue to place the business in OB status. Refer to **Collections Process**		
	3.2 Continue step 7	
Alternate Path 4:		
4.1 At step 9, the System validates a reason has been selected, as to why a business is place in the 'out of business' status prior to committing the entered changes to the business license. Where a reason is not selected, the changes are not saved.		
	4.2 Return step 7	
Alternate Path 5:		
5.1 At step 8, the Agent has the ability to reassign specific license(s) to another agent, based on the license types to be placed out of business. The newly assigned Agent receives notification of the task.		
	5.2 Return to step 7	
Alternate Path 6:		
5.1 At step 4, the Business Owner has the option to cancel their 'Out of Business' request any time prior to the request being committed.		
	4.3 Return to step 5	
Alternate Path 7:		
5.1 Post step 10, committing a business to Out of Business status, a Business Owner may request to reinstate their license. Refer to Use Case **Reinstatement of OB Business**.		

Business Rules:

- Business Owner will have the option to notify of OB status, via renewal letter.
- The option to disclose 'Out of Business' by the owner is available on the delinquency notice sent.
- A License can only be in Licensed, Pending, Revoked/Delinquent, Out of Business or on hold statuses– if a license is on hold, it doesn't show up on the internet.
- A business may complete the Out of Business form online via their Manage My Account profile.
- A business may pay their past due amounts via their online Manage My Account profile.
- The Business Owner is able to see the status of their license(s) and progress of their request(s) within their Manage My Account profile.
- Specific Clark County staff will be allowed to place a business Out of Business for specific business categories.
- Where a business requests Out of Business status, and has fees due, the license is placed in collections status and follows the collections path.

- When an ‘Out of Business’ request is submitted, it is flagged as an OB request within the receiving agent workbasket.
- Where a business is being placed out of business by BL, in order to commit changes, the agent must confirm the required listed actions have been performed to confirm the business is out of business and not a late pay.
- The assigned agent may place a business in ‘Out of business’ status at any time during process.
- Where a license is placed Out of Business and a payment is made afterwards, the last acting Agent shows credit.
- Business Owner can make payment at any time before or after OB status.
- Where a business requests to be placed Out of Business, and it’s not greater than 15 days from license expiration, the license is removed from the renewal notification queue.
- The Business Owner has the option to cancel their ‘Out of Business’ request any time prior to the request being committed.
- Where a request for placement Out of Business and the Business is found to yet be in operation, the timestamp for business is placed back to the request date and delinquent fees, where applicable, are calculated based on Clark County fee schedule. License is placed into Collections flow.
- Where a license is L&G license category 104 and 106, the record is flagged as a ‘non-Conforming type’ when placed in OB status.
- Where the license is category L&G the L&G agents receive a 15 month OB notification of same.
- Any and all attachments to an application is kept within the record and routed with the application approval processes.

Design

Reports:

- Agents are able to create / view all tasks in their workbasket using data perimeter filters.

Security Requirement(s):

Data Retention:

Search Criteria:

Comments:

Dept Name: BL
Process Name: Out of Business
Use Case Number: BL10-02
Created by (BA/BL/SME): Miranda Richardson / Allison Gigante

Use Case Name: Placing out of business – No Response		
Level: User-goal		
Description: This is a use case describes the process in placing a business out of business where there is no initiated notification or response by the business triggered by a renewal letter. Including the discovery steps necessary to confirm that a business is actually out of business and not a slow pay.		
Precondition: Business Owner is up for renewal		
Primary Actor: The System		
Secondary Actor: R&C		
Tertiary Actor: Ops Center		
Quaternary Actor: Collecting Agent		
Related Use Case(s): BL10-01 Out of Business-Placing Business OB - BO Initiated		
Success: Business is placed out of business		
Actor	**System**	**Rate**
	1. Referred from the **<u>Collections Process</u>**	
2. The Agent is able to attach all relating documents to a specific license record requiring identifying information regarding the same items	3. The System presents a confirmation page for information entered and commits upon the Agent approval	
4. The Agent is able to request to place one or all applicable businesses in Out of Business status	5. The System confirms that the Agent wants to place the selected licenses in OB status, displaying all requested licenses	
6. The Agent is able to confirm the displayed licenses and continue	7. The system validates required fields are completed and saves changes made to all applicable licenses.	
8. When the Agent determines to place business in OB status, they must attach all relating documents to the applicable license, add comments, place one or all applicable businesses to the Out of Business status, by business owner and commit all changes	9. The system places all records selected to the specific business license, Out Of Business status.	
	10. All collection lines items are removed from Collections once the license status is placed to 'Out of Business'.	
	11. Where the business is placed in OB status and is 15 months after expiration date, notifications are routed to the Agents within the license type where the license is L&G.	
Alternate Path 1:		
1.1 Prior to step 1, a business owner that is buying a business currently in collection status, the handling Business License Tech is to flag the license as to be placed in Out of Business Status. The System sends notification to the assigned collections agent to place the business		

Out of Business based on the comments of the Business License Tech and the business being purchased. Refer to Alt Path 1a		
Alternate Path 1a:		
1.2 At step 4, The System associates a business license to its predecessors within the system and returns current and predecessor license records when queried. Continue step 5		
Alternate Path 2:		
At Step 6, the Agent is able to return and select or unselect additional licenses to be included		
Alternate Path 3:		
3.1 At step 3, if the Business Owner notifies the Business License department of a change of mailing address refer to Use Case **Changing the Business Mailing Address**,		
Alternate Path :		
Where the Business Owner responds to a delinquent notice after being placed in OB status, refer to Use Case **Out of Business-Reinstatement of Business**		
Alternate Path :		
Where the Agent is able to locate the business yet in operation in a different location refer to Use Case **Changing the Business Location Address**		
Alternate Path :		
Where the owner responds, placing business OB, refer to Use Case **Placing out of business – Business Owner Initiated**		
Alternate Path :		
4.1 At step 3, if the business is L&G the license remains in licensed status. Continue step 6		
	4.2 Continue step 6	
Alternate Path :		
4.3 At step 5, if there are multiple businesses associated with the business owner and are up for renewal, the assigned Agent is assigned all of the business licenses.		
	4.4 Continue step 6	

Business Rules:

- Where a license is placed Out of Business and a payment is made afterwards, the last acting Agent shows credit.
- Assigned agent is able to place multiple businesses in OB status. All information entered is applied to each license. Including comments, last acting agent and changing to OB status.
- Specific Clark County staff will be allowed to place a business out of business for specific business categories.
- L&G License is only Licensed and Out of Business status.
- Where the license category is L&G the L&G assigned agents receive a 15 month notification where business is Out of Business.
- Where a business is being placed out of business by Agent, in order to commit changes, the agent must confirm the required actions have been performed.
- The assigned agent may place a business in 'Out of business' status at any time during process.
- Where a license is L&G license category 104 and 106, the record is flagged as a 'non-Conforming type' when placed in OB status.
- The Business Owner is able to see the status of their license(s) and progress of their request(s) within their Manage My Account profile.

Design

Options:

- Reasons for placing OB status:
  - Internet Search; (required selection)
  - Yellow Pages;
  - Last known phone number; (required selection);
  - Mail is returned (required selection)
    - without forwarding address; or

▪ with forwarding address; Reports: • Agents are able to create / view all tasks in their workbasket using data perimeter filters. Including: o Agent Assigned; o License Number; o Business Owner Name; o Business Owner Address; o License Status; o DBA name.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments: Possible reasons for being placed Out of Business: Director / BCC revocation of license; cannot find business/business out of operation; notified by business owner; business' address is now in another jurisdiction. Director / BCC revocation reasoning is associated with the specific license type's application process and/or audit post license approval.

Dept Name: BL
Process Name: Out of Business
Use Case Number: BL10-04
Created by (BA/BL/SME): Miranda Richardson / Allison Gigante

Use Case Name: Reinstating Business		
Level: User-Goal		
Description: A business may request to be reinstated or a business may have been placed in the out of business status incorrectly. This process allows the business to be reinstated and the considerations in doing so. Such as promise to pay, accidentally placed in out of business, business is yet operating, etc.		
Precondition: Business is placed in OB status		
Primary Actor: Agent (agent performing the collections process)		
Secondary Actor: Supervisor / Special Agent		
Tertiary Actor: The System		
Quaternary Actor: The Business Owner		
Related Use Case(s): BL10-01 Out of Business-Placing Business OB - BO Initiated BL10-02 Out of Business-No Response		
Success: Business placed in Licensed status		
Actor	**System**	**Rate**
1. The Business Owner may contact the BL office requesting that their business be reinstated from the Out of Business status.		
2. The Owner may submit any and all past and current fees due prior to reinstatement.		
	3. Upon payment the system removes all collection line items from the license.	
4. The Business License agent places the business in License status	5. The system places all records linked to the specific business license, to Licensed status.	
Alternate Path 1:		
1.1 At step 1, the Owner may request a promise to pay; allowing the business to be placed into the Revoked – Delinquent status. The license must be paid in full of all fees prior to being placed in Licensed status. The license is placed into 60-day delinquent collections work flow.		
	1.2 Continue step 2	

Business Rules:

- For Reinstatement – customer has to pay all delinquent fees.
- L&G reinstatements are completed by L&G Agents.
- Only a R&C may reinstate a License from OB status.
- Business License Technician may place from OB to Revoked - Delinquent.
- When fees are paid, the system places the license into Licensed status.
- When fees are paid, and license reinstated to Licensed, the license is flagged as paid in the assigned Agents workbasket.
- Where there are monies due from a business for renewal, and the business was placed in OB but is requesting to be placed active again with a promise to pay, the license may be placed in Revoked - Delinquent status.
- Only Finance will be able to waive certain fees within a license reinstatement.
- Where a business has been placed OB and wishes to reinstate, the business status may only be placed in 'Revoked-Delinquent'

where monies are yet due. • Where a business is placed in Revoked - Delinquent from OB status: 1) the license is placed into Collections queue; 2) assigned to the last Agent prior to be being placed in OB status; 3) with a 60 day delinquent collections status; 3) License continues collections flow with ability to add actions and comments to the record. • Where a business places itself in OB status, with no fees due, in order to reinstate the business is not charged penalty fees, but must bring up-to-date business license fees; and an additional non-refundable reinstatement fee of $45 is applicable.
Design:
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Special Use Permit
Use Case Number: BL11-01
Created by (BA/BL/SME): Miranda Richardson / James Headen

Use Case Name: Applying for a Special Use / Events Permit		
Level: User Goal		
Description: The process for Special Use Permitting and Special Events Permitting are similar in their processes. The Use Case below walks through a Special Use Permit, initiated from the Zoning and Comp Planning Department. A Business Owner may initiate the Applications with Zoning and/or Business License.		
Precondition: An Application has been submitted to Zoning and Comp Planning		
Primary Actor: Supervisor		
Secondary Actor: the System		
Third Actor: Business License Tech		
Fourth Actor: Agent		
Fifth Actor: Zoning and Comp Planning		
Related Use Case(s): BL03-01 New Business License App - ALL		
Success: The System allows the electronic signature for approval of the Application.		
Actor	**System**	**Rate**
	1. The System receives applications from the Zoning and Comp Planning department for a Special Use or Special Event Permit	
	2. The System alerts the Supervisor of a new Application within their workbasket	
3. The Supervisor is able to access the application viewing all of the information including attached documents, submitted by the Business	4. The System displays the Application record and all information regarding the same	
5. The Supervisor is able to search for a related license	6. The System returns all records based on the query submitted	
7. The Supervisor is able to link and attach the Permit Application to a specific license	8. The System allows the Supervisor to scan and attach any documentation to the specific Permit Application	
9. The Supervisor is able to approve the Application applying an electronic approval	10. The System displays a confirmation of the application and approval of the same	
11. The Supervisor is able to accept the confirmation	12. The System commits the entered changes and creates an audit record of the same	
13. The Supervisor is able to print the Approved Application		
Alternate Path 1:		
1.1 At step 1, a Business may initiate the Permit application process by coming into Business License personally or by accessing the application via online within their Manage My Account. Continue Alt Path 1a.		
Alternate Path 1a:		

1.2 Where the Business Owner submitted an application with Business License, a Business License Tech is able to enter the application information into the System. Where the application requests for Liquor and/or Admissions and there is no current license, the Tech is able to forward the application to a Supervisor for Agent assignment and processing. Refer to **New Business License App – ALL** Use Case.	
Alternate Path 1b:	
1.3 Where the Business does not request Liquor and/or Admissions, the Business License Tech is able to enter the application information into the System and assign to the Supervisor for approval. Continue step 2.	
Alternate Path 2:	
2.1 At step 1, where there are new Special Event and/or Special Use Permits submitted to the System by Building and/or Fire Department, and the sale of Liquor and/or Admissions is selected by the Applicant, the designated Business License Supervisor is notified of the same. Continue step 1.	
Alternate Path 3:	
3.1 At step 5, where there are multiple Licenses associated with the Application, the Supervisor is able to link the Licenses to the Application within the System.	
Alternate Path 4:	
4.1 At step 7, where the Application does not require a Business License, the Supervisor has the option to approve the Application, not linking it to any existing License. Continue to step 9.	
Alternate Path 5:	
5.1 At step 5, where the Business does not have a proper Business License for the Application, and it is required, the Supervisor is able to assign the Application to an Agent for processing. The Agent is notified of the same. See Use Case **New Business License App - ALL**.	
Alternate Path 6:	
6.1 At step 11, the Supervisor is able to return to the Application to make any desired changes.	
Alternate Path 7:	
7.1 At step 7, the System notifies the Supervisor of a Special Use Permit's expiration date at 30 days prior to the actual expiration date.	
Alternate Path 7a:	
7.2 The System allows the Supervisor to select to be notified 30, 60, or 90 days prior to expiration date. The System selects 30 by default.	
Alternate Path 8:	
8.1 At step 13, the status of the application is updated for viewing in the Business' Manage my Account profile.	
Alternate Path 9:	
9.1 At step 13, the Supervisor is able to email and/or fax the Permit to the Business within the System. Creating an Audit record of the same, allowing cc's.	
Alternate Path 10:	
10.1 At step 13, where it is a Special Event Permit, the System generates the Permit for printing by the Supervisor.	
Business Rules: 1. The System allows an Application to be attached to the Business Owner requesting the Permit's, License within the System.	
Design:	

2. At step 4, the System will display the Special Event / Use Permit applications to be in a separate section of the User Interface, separate from other workbasket entries. 3. At step 5, the application received by Zoning and Comp Planning includes the application information as well as any supporting documents submitted by the Business with the application. 4. Users will be able to search the System for SEP by Location, Business Owner, Event Date, Expiration Date. 5. Users will be able to search the System for SUP by Location, Business Owner, Permit Start date, and Expiration Date.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: NSF Checks
Use Case Number: BL12-01
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Processing an NSF Payment		
Level: User Goal		
Description: A payment via Check and ACH may be returned to the Business License department for Nonsufficient Funds. Where this happens BL has a process attempting to collect the funds which may include working with the District Attorney's office.		
Precondition: There is a returned Check or ACH payment		
Primary Actor: R&C		
Secondary Actor: the Office Specialist		
Third Actor: The System		
Fourth Actor: District Attorney		
Related Use Case(s): BL02-01 Collections-Collections Process-All license types BL09-01 Daily Reconciliation-Pymt Processing In Person BL09-02 Daily Reconciliation-Pymt Processing Online		
Success:		
Actor	**System**	**Rate**
1. R&C receives returned checks from the bank		
2. R&C is able to search for a specific license	3. The System returns the Business License record and any linked Licenses to the requested License number and Business Owner	
4. R&C is able to select and access a license and all information regarding the same	5. The System makes all information accessible to R&C	
6. R&C is able to create a NSF Package	7. The System displays a Work Order request	
8. R&C is able to scan and attach the received NSF information to the Work Order	9. The System allows R&C to attach and label multiple scanned documents to the Work Order	
10. R&C is able to submit the attachments	11. The System requests for R&C to assign the package to a specific group or person	
12. R&C is able to select to assign the package and submit	13. The System places the request in the assigned Office Specialist workbasket and alerts the Specialist of the same	
	14. The System flags the Business License as having a NSF Check	
15. The Office Specialist is able to access the record and view the Work Order within the NSF Package	16. The System displays the Work Order and any attachments	
17. The Office Specialist attempts to contact the Business Owner, outside of the system	18. The System allows the Office Specialist to generate a 10 day Notice of Bad Check pre-populating all business information	
19. The Office Specialist is able to enter	20. The System displays the template for	

comments to the template	confirmation by the Office Specialist	
21. The Office Specialist is able to print the letter for mailing	22. The System commits the form attaching it to the NSF package	
	23. The System schedules a 10 day task and reminder on the Office Specialist's calendar for follow-up with the Business Owner	
24. The Office Specialist is able to access the specific Business License via the reminder notification	25. The System displays the License	
26. The Office Specialist is able to view where the check / fees may have been paid	27. The System displays all payments made and fees due for the specific license	
28. The Office Specialist is able to request to generate the NSF Package	29. The System prepopulates designated templates with the Business License and Owner information	
30. The Office Specialist is able to add comments to specific templates		
31. The Office Specialist is able to select to add additional documents to the Package and submit for review	32. The System displays the NSF Package for review and committing of the record	
	33. The System submits a notification of the same to the designated Manager / Supervisor	
34. The Office Specialist is able to print and/or email the Package to the District Attorney's designated email address allowing cc's	35. The System commits the Package and flags the record as being submitted to the District Attorney's office	
36. The DA faxes an Active Checks Report monthly to the Business License staff. The Office Specialist is able to enter the DA Case Number in the NSF Package within the Business License record	37. The System updates the status reflecting the assignment of a Case Number and displays "**DO NOT ACCEPT ANY PAYMENT FOR THIS LICENSE….REFER TO THE DA-BCU (671-4701). THE DA HAS THE BAD CHECK AND IS HANDLING THE COLLECTION**." within the record.	
38. The Business Owner is able to make payment with the District Attorney, informing Business License of the same		
39. The Business Owner is able to make payment of any yet outstanding Business License fees. See **Daily Reconciliation-in Person** or **Daily Reconciliation – Online** Use Case.		
40. R&C is able to place the Business License in Active status at the time of payment, removing the NSF flag from the applicable licenses	41. The System updates the status of the Business License	
42. The Office Specialist is able to close the Work Order.	43. The System records the NSF Package in the History of the License	

Alternate Path :	
At step 1, where the transaction is via ACH, R&C retrieves the NSF information from the Bank via internet. This information is saved as an attachment to the specific License record.	
Alternate Path :	
At step 18, where the transaction was via ACH, the template is specific to ACH wording. Continue step 19.	
Alternate Path :	
At step 21, where the Business License is registered by the Owner within Manage My Account, the System generates an email, using the registered email address, forwarding the same letter within the email and also made viewable within the registered profile.	
Alternate Path :	
At step 23, the System allows the Office Specialist to accept the 10-day reminder or to set a different date for the reminder.	
Alternate Path :	
At step 27, where the fee has been paid, the Office Specialist may update and close the WO, removing the flag for NSF payment on the specific License record.	
Alternate Path :	
At step 32, where the transaction was via ACH, the Office Specialist is able to reassign to the **Noncompliance Process** or **Collections Process** ending this Use Case.	
Alternate Path :	
Any time prior to step 35, where the Business Owner makes payment, the Office Specialist is alerted of the same. Continue to step 40.	
Alternate Path :	
At step 33, the Office Specialist may opt to not print the NSF Package until a later time.	
Alternate Path :	
At step 33, the Office Specialist may opt to assign the NSF Package / License to another User for review and comment response.	
Alternate Path a:	
Where the Office Specialist opts to reassign the NSF Package to another User, the Office Specialist may enter an Action Comment regarding the same.	
Alternate Path :	
At step 37, where the Business Owner requests to make a payment for the NSF Check, and the record is flagged as having a Case Number, the Owner is directed to the District Attorney to resolve the issue. Business License may not accept payment at that time.	
Alternate Path :	
At step 38, the System allows the Office Specialist to update the License flag as resolved by the DA.	
Alternate Path :	
At step 39, where the Business Owner has resolved the NSF fees due and there are yet remaining monies due to Business License, the Office Specialist is able to refer to **Collections** Use Case.	
Alternate Path :	
At step 40, where the License is updated to the status of Active, the same is updated within the License's Manage my Account profile.	
Business Rules: 1. At step 34, where a Business Owner desires to make a payment for the NSF check, they may do so	

as long at the District Attorney has not assigned a Case Number to their file. This is manually checked by the Office Specialist. When flagged, no payments are accepted. 2. The Office Specialist is able to print specific documents/attachments within the NSF Package. 3. The Office Specialist may attach or add additional documents/ attachments to the NSF Package after generating the same.
Design: 1. At step 29, the NSF Package may include but not limited to the Bad Check – Marker Complaint form, Nevada Business Registration Form, Bad Check letter. 2. At step 9, the Work Order is accessible under the Work Order History section and/or within the NSF Package. 3. At step 7, the R&C is able to label the type of Work Order is being created. See Use Case **BL23-01 Creating a Work Order.**
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Agenda Item
Use Case Number: BL13-01
Created by (BA/BL/SME): Miranda Richardson / Camille Shauntee

Use Case Name: Creating an Agenda Item		
Level: User Goal		
Description: An Agenda Item consists of various information within the System and information external to the System, combined to present to the Board of Commissioners of Clark County. This process will be brought online and automated for the ease of use / print / access of the Business License department. It is an ad hoc package to be generated, based on the attachment, template and document selection of the Manager.		
Precondition: There is an Agenda Item to be scheduled		
Primary Actor: The System		
Secondary Actor: Manager / Supervisor (hereinafter Manager)		
Related Use Case(s): N/A		
Success: Printing of the package		
Actor	**System**	**Rate**
1. The Manager is able to access the system	2. The System allows the User to search for a specific business license	
3. The Manager is able to select to access a specific Business License	4. The System returns the License record and all information regarding the same	
5. The Manager is able to select to create an Agenda Package from within a specific Business License.	6. The System allows the Manager to select information to be included in the package	
7. The Manager selects the Business License information to be included in the package		
8. The Manager is able to generate the Package for review	9. The System prepopulates templates from the Business License record(s)	
	10. The System displays the Package for review	
11. The Manager is able to see all of the Package's content and select to commit	12. The System commits the Package and allows the Manager to reassign the Package to the BL Admin	
	13. The System notifies the BL Admin of the same	
	14. The System stores the Package search criteria for future access	
15. The BL Admin is able to access the Agenda Item Package via the Business' License	16. The System allows the BL Admin to add templates / documents attaching to the Agenda Item Package	
17. The BL Admin is able to enter the Agenda Item's assigned date for appearance before the Board of Commissions	18. The System updates the status of the Package as a Scheduled Agenda Item	
19. The BL Admin is able to commit and print the Package	20. The System displays the Agenda Item Package in a printable format allowing the BL Admin to print	

21. The BL Admin is able to scan in the signed decision, attaching it to the specific Agenda Item	22. The System updates the status of the Agenda Item triggered by a decision being entered by the BL Admin	
23. The BL Admin is able to commit the updates	24. The System reassigns the record to the creating Manager	
	25. The System alerts the Manager of the record within their workbasket	
26. The Manager is able to access and view all information regarding the record		
Alternate Path 1:		
1.1 At step 7, the Manager has the option to scan documents to be attached to the Package.		
Alternate Path 2:		
2.1 At step 7, the Manager has the option to select additional Business Licenses and information for the Agenda Item Package. Return to step 8.		
Alternate Path 2a:		
2.2 Where there are additional licenses, the Package is stored within each of the licenses.		
Alternate Path 3:		
3.1 At step 11, the Manager has the option to return to the selection interface to add additional information to the package. Return to step 7.		
Alternate Path 4:		
4.1 At step 12, the Manager has the option to email the Package to a designated email also allowing cc's. Continue step 13.		
Alternate Path 5:		
5.1 At step 12, the Manager is able to print the entire Package. Continue step 13.		
Alternate Path 6:		
6.1 At step 12, the Manager has the option to reassign the Agenda Item Package to another User other than BL Admin. The User is notified of the same. Continue step 14.		
Alternate Path 7:		
7.1 At step 12, the Manager is able to schedule a follow up date.		
Alternate Path 8:		
8.1 At step 12, the Manager may opt to retain the Package within their workbasket.		
Alternate Path 9:		
9.1 At step 13, the Manager is able to view the Package within their workbasket until closed.		

Business Rules:

1. Designated Users will be able to generate a Package.
2. Designated Users will be able to access Package generated and stored by other Users.

Design:

1. At step 3, the Manager may select to include Packages previously generated, in the current Agenda Package. Including but not limited to a NSF Package, a Refund Package, etc.
2. Any new documents scanned, are attached and will remain attached to the specific Business License.
3. Designated Users are able to view and print the Agenda Item Package.
4. At step 7, the information available to be included within the Agenda Item Package may include but not be limited to templates, reports, sections of data from within the Business License and / or previously generated Packages for the specific License(s).

5. At step 8, the System stores the search criteria for the package, including any added on items by the Manager for future query, generating a package and printing, with the recorded date/time stamp of when generated.
Security Requirement(s):
Data Retention: 1. All information selected in creating the Agenda Item Package is stored within the Business License. Selecting a specific Agenda Item Package allows a User to view the full contents of the Package.
Search Criteria: 1. By License; 2. By Package creation timeframe;
Comments:

Dept Name: Business License
Process Name: Audit Process
Use Case Number: BL14-01
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Creating an Audit Package		
Level: User Goal		
Description: This is the first step in the Audit process, where the manager is able to create an audit based on the selection of specific variables, which an Auditor will complete. Selection criteria of the business(es) to be audited may be based on the last audit, type of business, etc. This Use Case's 'best case scenario' is based on the selection that this is a Multiple DBAs Audit Package creation. 'Audit Package' consists of all business licenses and business(es) that are to be included in the overall audit.		
Precondition: Audit required		
Primary Actor: Audit Manager		
Secondary Actor: System		
Related Use Case(s): BL14-04 Audit-Processing an Audit Package		
Success: Auditor notification of new Audit Package in workbasket		
Actor	**System**	**Rate**
1. Select to create an Audit Package	2. The System returns the query screen for entry of the search criteria	
3. Entry of Search criteria	4. The System returns data, based on criteria selected, in a View allowing the manager to see specific information regarding the business(es)	
5. Audit Manager has the ability to name and save the query submitted for future usage		
6. Audit Manager selects the business(es) to be placed in the audit package		
7. Audit Manager is able to determine the package as a Multiple DBAs audit package	8. The System returns a list view of all licenses that are affiliated with the selected businesses from step 6. The Audit Manager is able to select the individual licenses to be included in the audit package and continue	
	9. At step 7, where the package is for multiple DBA, all selected businesses will be included in one complete package. Continue to step 8.	
10. Audit Manager enters the audit type assignment and naming of audit package, audit type, contact information, priority, status, fiscal year and standard documents	11. The System presents a confirmation page allowing Audit Manager to review the selected details. The System allows the Audit Manager to make changes. The System creates the Audit package upon submittal	
	12. The system returns stored and calculated expected hours and days for completion of	

	the specific type of audit and assigned Auditor hours, and available program hours by auditor, to determine the assigned Auditor and hours required for the audit	
13. The Audit Manager has the option of selecting the assigned Lead Auditor, Auditor(s) and the hours assigned for completing the audit	14. The system updates and commits the assigned audit's day and hourly information	
	15. Assigns the Audit Package placing it in the designated Auditor(s) workbasket	
	16. Assigned Auditor(s) is alerted that there is a new Audit Package assigned to them in their workbasket	
Alternate Path 1:		
1.1 At step 3, the Audit Manager has the option to select a saved Audit Query. Return to step 3		
Alternate Path 2:		
2.1 At step 4, where the System returns a list of Businesses, the Audit Manager is able to mouse over the business name and view a snap shot of the associated business licenses, and specific information regarding business such as end date of past audit, pay history and map location(like Google map). Return to step 4.		
Alternate Path 3:		
3.1 At step 6, the Audit Manager is able to select if the Audit will be a Single or Multiple DBAs package creation. Continue to step 6.		
Alternate Path 4:		
4.1		
Alternate Path 4a:		
4.2 At step 7, where the package is for single DBAs, each selected business will be included in its own individual packages. Continue to step 8.		
Alternate Path 5:		
5.1 At step 8, the Audit Manager is able to select 'check all' listed licenses listed, as well as 'Uncheck All'. Continue step 9.		
Alternate Path 6:		
6.1 At step 8, where the previously selected licenses are already scheduled for Audit, the System alerts the Audit Manager of the same. Continue to step 9.		
Alternate Path 6:		
7.1 At step 10, the Audit Manager has the option to add additional business license(s) not previously selected, to the current audit package. Return to step 3.		
Alternate Path 8:		
8.1 At step 10, where the Audit Manager has selected to add additional business license(s) to the audit in error, he has the option to return to the Assign Auditor step of the process (Step 8) to continue the Audit Package creation process. Continue to step 9		
Alternate Path 9:		
9.1 At step 12, the Audit Manager has the option of assigning multiple packages and hours to various Auditors. Continue step 13.		
Business Rules: 1. Audit Manager is able to search / view information on Audit Packages created using specific filters;		

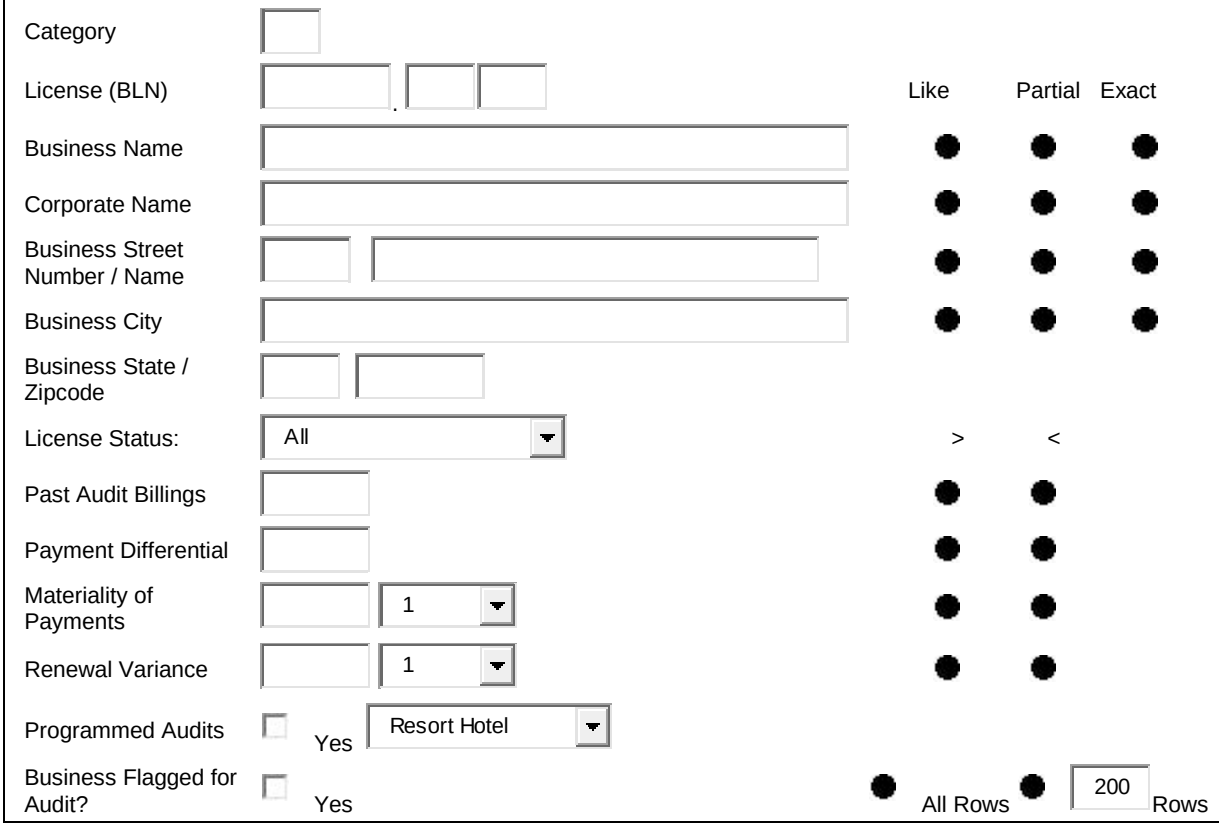
2. Prior to the closing of an Audit Package, the Auditor(s) may only view Audit Packages assigned to themselves;
3. Audit Manager may name / save specific search criteria for future usage;
4. Only the Auditing group are able to view Audit Packages;
5. Assistant Audit Manager has all access including the ability to change user roles, and apply access rules and permissions;
6. Specific roles are able to view, edit, and download Audit Package information, in any status.

Design:

Step 1: Audit Manager has a list of previously saved search criteria;
Step 3: Additional search fields for specific month and/or year of last audit;
Step 3: Additional search fields for range of dates of last audit;
Step 4: All column headers are links to sort the data;
Step 5: Each page has the option to return to the previous step in the Audit Package creation process maintaining the data entered;

Report: Comparison of past financial payments, based on the selected timeframe, render an alert where the variance exceeds the allowable amount;

Search:
Businesses may be selected for audit based on specific criteria. The Audit Manager may create a business search based on criteria such as business information and additional aggregate information, including but may not be limited to:



Audit Lead Flagged? ☐ Yes

Security Requirement(s):

Rule 6: Only Audit Manager, Assit Audit Manager, Investigative Auditor, Auditors and Audit Admin may view any Audit Packages;

Data Retention:

Search Criteria:

Comments:

Components of the Audit

	Description
Audit Template Documents	Templates that are used within the Audit. Including but not limited to financial documents have calculations, standard form documents based on the type of Audit and/or type of business. The System prepopulates the data and business information.
Program Type	Type of Program. Some Audits are carried over to a different fiscal year and/or timeframe deadline for consideration.
Audit Type	The category or type of Audit to be conducted. This is also tied to the business type.
Audit Status	Within the Audit workflow, this reflects the Audit status.
Standard Documents	Based on the category of the business being Audited, there are specific documents required for completion. There may be one to many documents that fall within a particular category of documents and may or may not be required for completion. The User is able to view documents individually, view by document category, and/or by business category required documents.
Completion Type	The possible status of an Audit.
Bill/Refund Type	The Type and/or reason of a bill or refund found at the end of an Audit.
Action Items	Where there are actions to be taken regarding an Audit, the Action Item reflects the same.
Fiscal Year	Assigning the fiscal year of which the Audit is being conducted.
Priority Level	Assigning an audit priority level for time management
Hours Available	Calculation and display of all Auditors and their time available based on the time schedule assigned, total hours per week assigned and other projects assigned for a specific year.
Roll-Over Fiscal	Ability to update a specific type of Program type for a specific Fiscal Year

Standard Hours	For a specific fiscal year, Standard Hours / Days is the average number of hours and days it takes to complete the specific type of Audit. This information may be gathered from (including but not limited to) hours worked entered into an Auditor's time report for a specific Audit and processing time by the Audit Admin for a specific audit.

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;

Dept Name: Business License
Process Name: Audit Process
Use Case Number: BL14-02
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Auditing an Audit Package		
Level: User Goal		
Description: This is the second step in the Audit process, where the Auditor has been assigned a package for Auditing based on the type of business, work-load etc.		
Precondition: Audit assigned to Auditor		
Primary Actor: Auditor		
Secondary Actor: System		
Third Actor: Excel / Word		
Fourth Actor: Local PC / Mobile Device		
Fifth Actor: Asst Audit Manager / Supervisor		
Related Use Case(s): BL14-01 Audit-Creating an Audit Package BL14-04 Audit-Processing an Audit Package BL14-03 Approving an Audit Package		
Success: Auditor is able to reassign the Audit Package to the appropriate person		
Actor	**System**	**Rate**
1. Auditor is able to access their workbasket	2. The System returns all audit packages assigned to the specific Auditor	
3. The Auditor is able to view all necessary information regarding the assigned Audit Packages		
4. The Auditor is able to select to populate the selected templates with the required data from the System	5. The System populates the selected templates with the appropriate business license information; begin count of audit days	
	6. The System begins keeping track of the day and hour count to complete the Audit. Creating a history record of when it was triggered; displaying the same and current days and hours in the Audit Package.	
7. The Auditor may enter/edit data within the Audit Package documents created in Step 4.	8. The System allows for the data to be accessible and edited while connected to network and off-line (via PC and/or mobile device)	
	9. The System recognizes when the Auditor is connected. The System checks for updates and sends and receives the same	
	10. The System updates and commits data on network making all updated data available for viewing to others; creating an audit record of who is the user, what was updated and when last updated	
11. The Auditor is able to select that a	12. The system validates all information as	

specific Audit Package is complete	entered and for any required information	
	13. The System commits all data, creating audit log	
	14. The assigned Auditor is able to see the Audit Package status within their queue until status is closed.	
	15. The System assigned the Audit Package to appropriate Asst Audit Manager / Supervisor based on the workflow rules set	
	16. Refer to Use Case **Approving an Audit Package**	
Alternate Path 1:		
1.1 At step 1, the Asst Audit Manager / Supervisor is able to re-assign the Audit Package at any time, with comments. Continue step 1.		
Alternate Path 2:		
2.1 At step 1, the Asst Audit Manager / Supervisor is able to close a Package at any time, with comments and status change.		
Alternate Path 3:		
3.1 At Step 3, where there are multiple licenses within the package, the Assigned Auditor may add and/or remove one to many licenses from the Audit Package.		
Alternate Path 4:		
4.1 At step 4, where the business type is a gross license, the Auditor is required to select a 'TO/FROM' date range. The information returned is based on the entered date range.		
Alternate Path 5:		
5.1 At step 4, the Auditor has the option to select and add additional template forms to the Audit Package.		
Alternate Path 6:		
6.1 At step 4 and 11, the Auditor is able to add/remove any attachments to the Audit Package. Attachments maybe any Word, Excel, Power Point, PDF, TIFF, JPEG and GIF file format.		
Alternate Path 7:		
7.1 At step 6, the Auditor is able to complete a search by businesses license category and specific data, returning applicable closed Audit Packages and Business information in order to duplicate certain data fields for usage in current Audit.		
Alternate Path 9:		
8.1 At step 11, the Auditor may create a citation and/or notice of violation and detailed information regarding the same. Continue step 9.		
Alternate Path 10:		
9.1 At step 11, the Auditor may access and update License record for fees and/or refund due. An Agent may post fees due to the Business License record. The fees are not activated. Continue step 12.		
Alternate Path 11a:		
10.1 Where there are fees due, fees are not made visible outside of the Audit Asst Audit Manager / Supervisor, assigned Auditor, and Audit Admin until approved. Once a Asst Audit Manager / Supervisor approves the fee, the fee is activated and made visible to all having current rights to view. Approval by Asst Audit Manager / Supervisor is required to make visible within the license record.		

Alternate Path 11b:	
11.3 At step 10, where fees and/or refund was posted by Auditor, the Auditor may overwrite the amount due or refund making monies owed/due zero.	
Alternate Path 11c:	
11.4 Where fees are activated, the fees are made visible within the Business Owners Manager My Account profile and is able to make a payment via online.	
Alternate Path 12:	
11.1 At step 9, where there are multiple auditors assigned to an Audit Package, the system updates based on most recent data based on individual data fields. Continue step 10.	
Alternate Path 13:	
12.1 At step 9, where there is an update, the Auditor is alerted the same showing what data and by whom. Return to step 10.	
Alternate Path 14:	
13.1 At step 9, the System creates versioning of the records being updated. Continue to step 10.	
Alternate Path 15:	
14.1 At step 12, where there is information improperly entered or missing, the System alerts the Auditor of the same. Return to step 7.	
Alternate Path 16:	
15.1 At step 12, where there is an amount due greater than $1k, the Auditor re-assigns to the appropriate Asst Audit Manager / Supervisor for review. Continue to 16a.	
Alternate Path 16a:	
16.1 An Agent may post fees due to the Business License record. The fees are not activated.	
Alternate Path 16a:	
16.2 Step 13, where fees due are less than or equal to $1,000, the System automatically activates the fees due within the License profile. Return to step 13.	
Alternate Path 17:	
At step 14, the time spent in Audit status is calculated and maintained by the System and displayed in the Audit Package record.	

Business Rules:

1. Auditors are able to view the full lifecycle of their assigned Audit Packages and there status(es), within their workbasket;
2. The Auditor is able to add Action Items and Comments within the Audit Package in the System;
3. The System will allow for versioning of the Audit Package. Allowing to see a record and its previous data;
4. Auditor may add and/or remove business license(s) to package at any time after assignment;
5. The Auditor is able to connect and login to the system while in office or external internet access using their PC or mobile device.
6. Where a Asst Audit Manager / Supervisor, Auditor or Audit Admin is reassigned an Audit Package, they are electronically notified of same.

STEP 17

Audit Package assignment rules-BL1 - see comments

Design:

Step 1: The Auditor is able to view assigned audit packages using specific filters to condense the returned results;

View 1: Auditors are able to view Audit Packages by selecting specific filters;
View 2: Auditors are able to sort by column headers;

1. Auditors are able to search, view and download other Audit Packages that are in closed status;
2. Auditors are able to capture specific data from a closed Audit Package's documents;

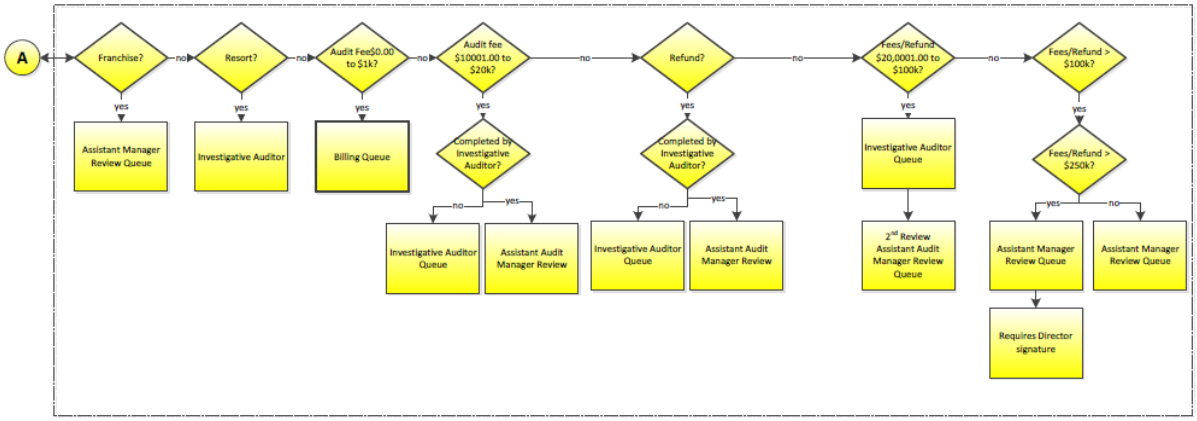
Step 6: Auditors may be entering and editing text or numerical financial data, into the forms for calculations and referencing.

Security Requirement(s):

Data Retention:

Search Criteria:

Comments:



Dept Name: Business License
Process Name: Audit Process
Use Case Number: BL14-03
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Approving an Audit Package		
Level: User Goal		
Description: This is the approval step in the Audit process, where there is a need for supervisory or managerial approval of the Audit Package		
Precondition: Audit assigned to Investigative Auditor or Asst Audit Manager for approval		
Primary Actor: Asst Audit Manager/Investigative Auditor (hereinafter Manager)		
Secondary Actor: System		
Fourth Actor: Local PC / mobile device		
Fifth Actor: Audit Admin (hereinafter Admin)		
Related Use Case(s): BL14-02 Audit-Auditing an Audit Package BL14-04 Audit-Processing an Audit Package		
Success: Audit Admin is able to receive Audit Package in workbasket		
Actor	**System**	**Rate**
1. The Manager is alerted of the new Audit Package for review and it is visible within their workbasket		
2. Manager has access to all documents and data for review and edit		
3. The Manager is able to approve the Audit for Audit Admin processing	4. The System presents the final document for review allowing edits	
	5. The System commits all data, creating audit log and updating the Audit Package status	
	6. The Audit Package is assigned to the Audit Admin. The assigned Admin is alerted of same	
	7. Refer to Use Case **Processing an Audit Package**	
Alternate Path 1:		
1.1 At step 3, the Manager may reassign to the assigned Auditor for any changes needed. The Auditor is alerted of same and returns to use case **Auditing an Audit Package.**		
Alternate Path 2:		
2.1 At step 4, the Manager may activate fees and/or refunds due, posting the amounts due or for refund to the record. Continue step 6.		
Alternate Path 2a:		
2.2 At Alternate Path 2, any audit fees due are visible to the Business Owner within their registered Manage my Account profile and its status.		
Alternate Path 3:		
3.1 At step 3, the Manager is able to set up payment plans. Payments are listed as individual fees due, each having a due date assigned. See Alternate Path 4b.		
Alternate Path 3a:		
3.2 Where a payment becomes past due, and is an Audit fee, the Audit Admin is alerted of the		

same. When it becomes 30 days past due, it follows the **Audit Collections** process Use Case.	
Alternate Path 4:	
4.1 At step 6, the Manager is able to assign a follow-up date to the Audit Package. The System alerts the Manager, electronically, on the follow-up date. Continue to step 3.	
Alternate Path 5:	
5.1 At step 6, the time and days spent in audit review status is calculated and maintained by the System and displayed in the Audit Package record.	
Business Rules:	
Design: Step 1: The Manager is able to apply filters when querying audit packages;	
Security Requirement(s):	
Data Retention:	
Search Criteria:	
Comments:	

Dept Name: Business License
Process Name: Audit Process
Use Case Number: BL14-04
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Processing an Audit Package		
Level: User Goal		
Description: Within this step in the Audit process, the Audit Admin has been assigned a package for billing or to close the Audit Package, based on the findings of the Assigned Auditor and approval of the Manager/Supervisor. For this Use Case, it walks through the Audit Admin notifying the Business Owner where there are no monies or refund due and closing of the Audit. There are cases where there are monies and/or refunds due. In these cases, the Admin is also able to send correspondence stating the same to the Business Owner, and the possible path of Appeals, refunds approval, citations, NOV, collections, etc.		
Precondition: Audit assigned to Admin		
Primary Actor: Audit Admin		
Secondary Actor: Asst Audit Manager/Supervisor (hereinafter Asst Audit Manager)		
Third Actor: System		
Related Use Case(s): BL14-03 Approving an Audit Package BL14-02 Audit-Auditing an Audit Package		
Success: Admin is able to place the Audit Package in closed status		
Actor	**System**	**Rate**
1. Admin is able to access the workbasket	2. The System returns all audit packages assigned to the specific Admin	
3. The Admin is able to view all information regarding the assigned Audit Packages	4. The System displays the requested records	
5. The Admin selects appropriate templates for use	6. The System prepopulates the data from Business record, using templates based on the Asst Audit Manager selected type of audit	
7. The Admin is able to review and edit specific information within the template, within the System	8. The System presents the final document for review allowing final editing by the Admin	
9. The Admin submits the information to the System and is able to print desired documents for mailing	10. The System updates and commits data to network making all updated data available for viewing. Documents created are attached to appropriate records	
11. The Admin is able to change the status of the Audit record to closed	12. The System confirms that the Admin is requesting to close the record making it a final record	
	13. The System updates and commits data	
	14. The System makes the Audit Package viewable and downloadable to all Auditors	
Alternate Path 1:		
1.1 At step 2, the Audit Admin may update the status to closed where the record is from a courtesy visit.		

Alternate Path 2:	
2.1 At step 3, the System flags the Audit where monies are due or a refund is due. Continue step 4.	
Alternate Path 3:	
3.1 At step 3, the System alerts the Audit Admin when a payment has been posted to an Audit fee. Continue step 4.	
Alternate Path 4:	
4.1 At step 3, where payment received by the Audit Admin, the Admin submits the payment to R&C, for posting to the proper License record. Continue to step 4.	
Alternate Path 5:	
5.1 At step 4, where fees are due and are not activated, the Admin is able to reassign the package to the Asst Audit Manager. Activation posts the fees due within the General Ledger and is visible to anyone with access to the license record. See **Approving an Audit Package** Use Case.	
Alternate Path 6:	
6.1 At step 5, all refunds require Board approval. See **Refund Process** Use Case.	
Alternate Path 7:	
7.1 At step 10, where there is a fee due and a payment is posted towards the Audit fee, the System updates the Audit Package's status as closed and notifies the Auditor and Audit Admin of the same.	
Alternate Path 8:	
8.1 At step 9, the Business Owner may file an Appeal disputing monies due. ***See* Appeals Process.**	
Alternate Path 9:	
9.1 At step 10, where fees become due and it is 30 days past due, and the Business Owner did not submit an Appeal, the assigned Auditor and Audit Admin are electronically alerted. The System displays an alert within the Audit Package flagging the package as past due. See **Audit Collections** Use Case.	
Alternate Path 10:	
10.1 At step 11, where fees are due, the Business Owner has 30 days to pay before it is considered late payment. The System's day count begins when billing letter is generated.	
Alternate Path 11:	
11.1 At step 13, the System calculates and displays the total day count, per status, within the Audit record. Status' begin with the creation of the templates, after an Auditor has been assigned. Where an Appeal and/or Collections is conducting for a specific Audit, the day count for each status is calculated and displayed as well.	
Alternate Path 12:	
At step 14, the record is made visible as a permanent audit record and is non-editable.	

Business Rules:

1. The Audit Package record is made viewable to Asst Audit Manager, Supervisor, and Auditors upon being placed into closed status.
2. Only Asst Audit Manager / Supervisor may activate a payment.
3. Billing due equal to or less than $1000, the System automatically activates the fees posting on the GL designated by the Assigned Auditor.
4. Only the Asst Audit Manager may set up and approve a payment plan for fees due.

Design:

1. At step 5, this includes a Survey that is generated and attached to all correspondence sent out to the

Business Owner within this process. 2. At step 3, an Audit may be associated with another Audit.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Audit Process
Use Case Number: BL14-06
Created by (BA/BL/SME): Miranda Richardson / Lisa Bayley / Angie Arellano / Mercedes Josephs

Use Case Name: Collections for an Audit Package		
Level: User Goal		
Description: The following is the course taken where there is an amount due by the Business Owner. At this point in the process, it is 30 days since the Business Owner has been notified of the monies due and has not submitted payment, and has not submitted an appeal. The Following Use Case walks through the steps taken by the Audit Admin, who oversees the Collection process.		
Precondition: A Business is behind payments for an Audit fee		
Primary Actor: Audit Admin		
Secondary Actor: Assigned Auditor		
Third Actor: System		
Fourth Actor: Asst Audit Manager		
Related Use Case(s): BL14-03 Approving an Audit Package BL14-02 Audit-Auditing an Audit Package BL29-02 NonCompliance for Audit		
Success: Audit Admin is able to place the Audit Package in closed status		
Actor	**System**	**Rate**
	1. The System alerts the Assigned Auditor and Audit Admin of a past due amount at 30 days past due	
2. The Audit Admin is able to see the full Audit Package and verify non-payment.	3. The System allows the Audit Admin to view the fees due and any payments that have been made by the Business Owner via the License record	
4. The Audit Admin is able to send an inquiry to the Auditor requesting a status / update	5. The System sends an electronic notification to the Auditor requesting an update, storing the request within the record	
6. The Auditor is able to update the record	7. The System notifies the Audit Admin where there is an update to the record	
	8. Where the Audit becomes 40 days past due, the System alerts the Audit Admin of the same	
9. Where payment has not been made the Audit Admin is able to select to generate a demand letter for mailing to the Business Owner	10. The System prepopulates the business information including calculation and itemized listing of fees due, amount of penalties due and total amount due	
	11. The System allows the Audit Admin to edit specific text information within the document	
12. The Audit Admin is able to submit for printing	13. The System generates a printable document and sends to print	
14. The Audit Admin is able to scan the Asst Audit Manager signed copy	15. The System stores a copy of the letter, creates an action item with link to copy of	

attaching it to the Audit Package	letter	
16. The Audit Admin sends out letter to Business via mail		
17. The Business is able to make a payment in person or via the Business Manage my Account	18. The System allows R&C to apply payment specifically to Audit fees due	
	19. The System commits the payment following Use Case **Daily Reconciliation-Daily Process**	
	20. Where payment brings the total Audit fee to $0 due, the System changes the status of the Audit Record to Closed	
	21. The System alerts the Auditor and Audit Admin of payment posted and status changed to Closed	
Alternate Path 1:		
1.1 At step 1, the fees due begin to accrue interest at 1% interest per month starting at the 30th day. Continue step 2.		
Alternate Path 2:		
2.1 At step 2, where there is a payment plan in place, the Audit Admin can set a reminder date to be alerted of the same. Continue step 3.		
Alternate Path 3:		
3.1 At step 4, the Audit Admin is able to set a reminder date for follow-up and alerted of the same. Continue step 5.		
Alternate Path 4:		
4.1 At step 12, the System attaches for printing any forms that are to be sent with the demand letter, based on the type of Audit selected. Including the original bill of the fees referenced in the demand letter. The Audit Admin may also select to attach additional forms/billing statements. Continue step 13.		
Alternate Path 5:		
5.1 At step 16, where the Audit Package returns to the Audit Manager for Collections status, the Asst Audit Manager may escalate the process. This is a non-workflow process. Continue step 17.		
Alternate Path 6:		
6.1 At step 17, where payment is not posted, there are no payment plans in place and it is 60 days past due, return to step 9.		
Alternate Path 7:		
7.1 At step 17, where payment is not posted, there are no payment plans in place and it is 75 days past due, the System allows the Audit Admin to reassign the Audit Package to the Audit Manager with an added action noting the collections status. Refer to **Non-Compliance Process** Use Case.		
Alternate Path 8:		
8.1 Any payments posted to the Audit fees due, are updated in the Business Owners Manage my Account.		
Alternate Path 9:		
9.1 At step 20, where the System automatically places the Audit Package to status Closed, the package becomes a final document and is no longer able to be edited. The System makes the		

package visible to designated persons for viewing and downloading.	
Alternate Path 10:	
10.1 At step 21, where the package is finalized and downloaded, the downloaded copy is able to be edited by the Auditor.	
Alternate Path 11:	
11.1 At step 13, the System calculates and displays the total day count, per status, within the Audit record. Statuses begin with the creation of the templates, after an Auditor has been assigned. Where an Appeal and/or Collections are conducting for a specific Audit, the day count for each status is calculated and displayed as well.	
Alternate Path 12:	
12.1 At step 21, the record is made visible as a permanent audit record and non-editable.	

Business Rules:

1. Businesses may not make partial payments towards a Business Audit fees.

Design:

2. Based on the Manager assigned code of the Audit Package, the System is able to recognize the proper forms, templates and workflow.
3. Audit fees are displayed within the Manage My Account, by individual Business License.
4. The Business is able to view the sub categorical businesses for a specific license.
5. The System will show the specific subcategory businesses, to which, the Audit fee payment will be applied. The System will not display individual fees due for each subcategory of a business license.

Security Requirement(s):

Data Retention:

Search Criteria:

Comments:

Dept Name: Business License
Process Name: Audit Process
Use Case Number: BL14-07
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Appealing Fees Due from Audit		
Level: User Goal		
Description: A Business Owner may have fees owed as a result of the Audit conducted. The Business Owner has the right to appeal the fees within 30 days of billing. This Use Case walks through the process of the appeal and actions necessary by the Business Owner and employees of Clark County to respond.		
Precondition: The Business Owner has submitted a letter of Appeal		
Primary Actor: Audit Admin		
Secondary Actor: Business Owner		
Third Actor: System		
Fourth Actor: Audit Asst Manager		
Related Use Case(s): BL14-02 Audit-Auditing an Audit Package BL14-04 Audit-Processing an Audit Package BL14-06 Audit-Audit Collections Process		
Success: Audit Admin is able to place the Audit Package in Collections status		
Actor	**System**	**Rate**
1. Business Owner has mailed in a letter of Appeal for their Audit fees due		
2. The Audit Admin is able to update the status of the record	3. The System adds a response task and schedules a 5 and 7 day response reminder within the Audit Admin's calendar	
	4. The System records the date of the status change, stops the 30 day count for the Business Owner to file an appeal and holds accrual of interest	
	5. The System requests for the Business Owner Appeal request	
6. The Audit Admin is able to scan and attach the letter of Appeal to the specific Audit Package	7. The System allows the Audit Admin to view, add comments to and commit the attachment for the specific Audit Package record	
	8. The System presents appropriate template(s) for the specific status and business type, prepopulating the form with data from the Business record	
9. The Audit Admin is able to add and edit specific information within generated documents, within the System	10. The System presents the final document for review allowing final editing by the Audit Admin	
11. The Audit Admin submits the information to the System and is able to print the Letter of Receipt of Appeal and any additional designated documents	12. The System records the correspondence generated and data entered	
13. Audit Admin is able to scan the Asst	14. The System reassigns the Audit Package	

Audit Manager signed Letter of Receipt attaching it to the Appeals package	record to the Audit Asst Manager for review of the package and sends an alert to the Audit Asst Manager regarding the same.	
	15. The System adds a response task and schedules a 25 and 30 day count reminder within the Asst Audit Manager and Audit Admin's calendar	
16. The Asst Audit Manager is able to access and view all Business and Audit information	17. The System allows the Asst Audit Manager to create a Review Package	
18. The Asst Audit Manager is able to select additional forms/templates to be complied in the package	19. The System prepopulates templates from the Business record and the Audit Package	
20. The Asst Audit Manager is able to generate a Review Package submitting requested data to system and is able to print the package	21. The System stores the search criteria for the package, including any added on items by the Asst Audit Manager, for future query	
	22. Review Package is attached to the Appeal request within the specific Audit Package	
23. The Asst Audit Manager is able to enter a decision via free form entry	24. The System records the input	
	25. The System presents a confirmation page allowing Asst Audit Manager to review data. The System allows the Asst Audit Manager to make changes and commit the updates	
26. The Asst Audit Manager is able to update the status of the Audit Package	27. The System reassigns the Audit Package to the Audit Admin sending an alert regarding the same	
28. The Audit Admin is able to access and view the decision within the System		
29. The Audit Admin is able to generate an Appeal Response form	30. The System prepopulates the template with the business information and decision text	
	31. The System presents a confirmation page allowing the Audit Admin to review, edit and select additional forms	
32. The Audit Admin is able to commit the changes	33. The System presents the forms for printing, storing and updating the query (consisting of all system data used, templates used, and forms added) created and attachments	
34. The Audit Admin is able to scan and attach the Asst Audit Manager signed letter responding to Appeal Package	35. The System allows the Audit Admin to view, label, add comments and commit attachments	
36. The Audit Admin is able to update the status of the Appeal	37. The System adds a response task and schedules a 10 day response reminder within the Audit Admin's calendar and stops the Business License 30 day count	
	38. Where the day count reaches 10 days, the	

	Audit Admin receives an alert regarding the same and the record is flagged within the workbasket	
	39. The System prompts the Audit Admin requesting to update the Audit Package status	
40. The Audit Admin is able to update the status of the Audit Package	41. The System creates an audit entry of the same and alerts the Auditor of the updated status	
	42. See the appropriate Use Case	
Alternate Path 1:		
1.1 At step 7, when the Audit Admin changes the status, the 7 day count ends and is recorded.		
Alternate Path 2:		
2.1 At step 15, when the Audit Admin changes the status, the 30 day count ends and is recorded.		
Alternate Path 3:		
3.1 At step 16, the Asst Audit Manager is able to reassign the Audit Package to a specific person for review and response. The System makes all documents and information available to that reassigned person.		
Alternate Path 4:		
4.1 At step 37, where the Business Owner submits an Appeal to the Audit Asst Manager's decision, steps 1-36 maybe repeated however, it is the Director that is making the Appeal Decision and status is changed accordingly.		
Alternate Path 4a:		
4.2 At step 4, the System adds a response task and sets a 55 and 60 day reminder for the Audit Asst Manager and Audit Admin of same.		
Alternate Path 4b:		
4.3 At step 18, the Audit Asst Manager is given the option to generate a review package consisting of the Audit Package, Asst Audit Manager decision and any supporting documents designated.		
Alternate Path 4c:		
4.4 At step 25, the Audit Asst Manager has the option to email the generated package to designated parties.		
Alternate Path 4d:		
4.5 At step 34, it is the Director signed letter and labeled the same.		
Alternate Path 4e:		
4.6 At Alternate Path 6, when the Audit Admin changes the status, the 10 day count ends and is recorded.		
Alternate Path 5:		
5.1 At step 37, where the Business Owner submits an Appeal to the Director's decision, steps 1-33 are repeated however, it is the County Manger that is making the Appeal Decision.		
Alternate Path 5a:		
5.2 At step 15, the System adds a response task and sets a 55 and 60 day reminder for the Audit Asst Manager and Audit Admin of same.		
Alternate Path 5b:		
5.3 At step 18, the Audit Asst Manager is given the option to generate a review package consisting of the Audit Package, Asst Audit Manager and Director decision and any		

supporting documents designated.	
Alternate Path 5c:	
5.4 At step 25, the Audit Asst Manager has the option to email the generated package to designated parties.	
Alternate Path 5d:	
5.5 At step 34, it is the County Manager signed letter and labeled the same.	
Alternate Path 5e:	
5.6 At step 1, where the Business owner submits an appeal to the County Manager's decision the Appeal is heard in District Court and out of scope of this project.	
Alternate Path 6:	
6.1 At step 39, the Audit Admin may update the package to hold past 10 days.	
Alternate Path 7:	
At step 42, where there are monies yet due, refer to the **Audit Collections** Use Case. The System calculates any late payment interest accrual.	
Alternate Path 8:	
At step 42, where there are monies due to the Business Owner, refer to the **Refund** Use Case.	

Business Rules:

1. An acknowledgement of receipt of Appeal must be sent to the business owner within7 days of letter receipt.
2. The Asst Audit Manager has 30 days to respond to an Appeal with a decision.
3. The Director and County Manager have 60 days to respond to an Appeal with a decision.

Design:

1. Based on the status changes the System recognizes the specific workflow necessary.
2. Based on the type of business, and status the System recognizes the appropriate templates and static forms.
3. At step 42, the Audit Admin may update the package status into Collections, Refund or Closed status.
4. The Audit Asst Manager, Supervisor, Assigned Auditor and Audit Admin are able to see the Appeal status from workbasket, through being put in Closed status.
5. At step 17, the Review Package will consist of designated template, data and allowing the Audit Asst Manager to select to view additional information.

Security Requirement(s):

Data Retention:

Search Criteria:

Comments:

Dept Name: Business License
Process Name: Refund Process
Use Case Number: BL14-08
Created by (BA/BL/SME): Miranda Richardson / Angie Arellano

Use Case Name: Refunding Fees Paid
Level: User Summary
Description: Where there are fees due to the Business Owner, the department walks through the refund process. This process may apply to multiple areas within Business License, all following the same steps.
Precondition: There are fees due to the Business Owner
Primary Actor: Business Owner
Secondary Actor: Receptionist
ThirdActor: Admin
Fourth Actor: The System
Fifth Actor: BL Finance Asst Manager
Sixth Actor: The Director
Seventh Actor: Finance Department
Related Use Case(s):
Success: Fulfillment of the refund due to the Business Owner

Actor	System	Rate
1. The Business Owner is able to access and complete a Request for Refund via online	2. The System allows the Business Owner to request to submit the request	
3. The Business Owner submits the completed request and submits to the BL office via online	4. The System validates data entered for formatting and required fields completed	
	5. The System records the request and routes to to the Admin's workbasket for processing	
6. The Admin is able to search for the specific Business requesting the refund	7. The System returns results records specific to the query and any associated Businesses	
8. The Admin is able to select a specific record for review, making all information viewable including financial information		
9. The Admin is able to request to create a Refund Package	10. The System prepopulates the data from Business record, using templates based on business category	
11. The Admin is able to add and edit specific information within generated documents, within the System	12. The System updates and commits data and documents created are attached to the Business license	
13. The Admin is able to reassign the record to the Finance Asst Manager	14. The System sends an alert to the Finance Asst Manager regarding the same	
15. The Finance Asst Manager is able to access and view the Refund Package generated and all of the data for the specific Business	16. The System allows the Finance Asst Manager to approve the specific Refund Package	

	17. The System updates the status of the Refund Package, reassigns the package to the Admin and alerts the Admin of the same	
18. The Admin is able to view the approved Refund Package		
	19. The System allows the Admin to generate a printable version of the Refund Package and send to print	
20. The Admin submits the Refund Package to the Director for approval and signature, outside of the System	21. The System updates the status of the Refund Request	
22. The Admin submits the approved and signed Refund Package to the Finance department for processing		
23. The Admin is able to scan the approved and signed Refund Package, updating the package within the System	24. The System updates the status of the Refund Request	
	25. Upon Finance fulfillment of the refund, the refund is posted to the Business License record. The System updates the refund status	
26. The Admin forwards the documents for the refund to be approved by the BCC, outside of the system		
27. The BCC, forwards the approved records to the Comptroller for fulfillment of the refund, outside of the system		
28. The Admin is able to contact the Comptroller for confirmation of fulfillment of refund, outside of the system		
Alternate Path 1:		
1.1 At step 1, the Business Owner has access to the Refund Request for and submitting via online Manage My Account.		
Alternate Path 1a:		
1.2 At step 1, when a request is submitted via online, all Refund requests are routed to the Admin for processing. The Admin is alerted when there is a new Request. Continue step 5.		
Alternate Path 2:		
2.1 Where the request was submitted in person or paper form, at step 3, the Admin is able to scan the document, attaching it to the specific Business License.		
Alternate Path 3:		
3.1 At step 1, where the refund is a result of an Audit, the Admin is able to create a Refund Package and attach it to the specific Audit Package. Continue step 5		
Alternate Path 4:		
At step 26, where the BCC does not approve the refund, the documents are returned to the Admin.		

Business Rules:
Design: In step 1, the Refund Package will consist of predetermined information including: static forms, templates populated by Business Information and field text, and fee information.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Complaint Process
Use Case Number: BL15-01
Created by (BA/BL/SME): Miranda Richardson /Lori Terry

Use Case Name: Creating a Complaint - Online		
Level: User-Goal		
Description: There are several points of access to create a complaint and multiple types of complaints. This use case walks through the high level steps to creating a complaint via online.		
Precondition: There is a complaint being placed online		
Primary Actor: Internal User / External User		
Secondary Actor: The System		
Third Actor: AGENT / BLT		
Related Use Case(s): BL15-02 Compliant-Processing a Complaint		
Success: Complaint is added to Agent workbasket		
Actor	**System**	**Rate**
1. User is able to access the complaint page via internet allowing the selection process for type of complaint	2. System responds to the answers selected by the user regarding the type of complaint being entered	
	3. System returns the proper complaint form and specific information based on answers given by User	
4. Where the User enters a Business Name the System allows the User to search by license#, address, and then business name. Selection of a returned entry populates appropriate fields	5. The system populates the Business' address	
6. The User completes the form fields and selects to submit	7. The System validates that required fields have been completed and information entered is in the proper formatting	
	8. The System presents a confirmation page allowing the User the ability to edit fields	
	9. The System is able to identify if internal or external User	
	10. The System commits data and adds complaint to Supervisor workbasket for assignment creating an electronic alert of the same.	
Alternate Path 1:		
1.1 At step 1, external users are also able submit a complaint via calling into the BL office, Faxing a form to the BL office, email or via in person. Continue to step 1.		
Alternate Path 2:		
2.1 At step 4, where the address found is located in a jurisdiction that is not Clark County, NV, the user is referred to the applicable jurisdiction to file the complaint. Continue to step 5.		
Alternate Path 2a:		
2.2 At step 4, where the address is not found, the System will allow the user to manually enter the address and business name. Continue to step 5.		

Alternate Path 3:	
3.1 At step 6, the User is able to upload images. Continue step 6.	
Alternate Path 4:	
4.1 At step 7, where information is yet required and/or data entered is in an improper formatting, the System notifies the user of the same allowing them to correct/edit data as needed. Continue step 8.	
Alternate Path 5	
5.1 At step 10, the System will send an electronic confirmation of information submitted and of receipt to the email address entered as the contact information. Continue Alternate Path 4a.	
Alternate Path 5a	
5.2 At Alternate Path 4, where the User selects to not be contacted, the User will not receive a confirmation email. Continue step 10.	
Alternate Path 6:	
6.1 At step 9, where the User is internal, the User is able to assign the Complaint to a specific Agent's workbasket for investigation. Continue step 10.	
Alternate Path 6a:	
6.2 At 6.1, they are able to assign a priority status for the Complaint processing and set a deadline to complete. Continue step 10.	
Business Rules: Step 1: There is a single point of entry for external and internal users, to access the complaint form; Step 1: Specific relevant contact information is populated at the bottom of the form, based on the Category and Type of Complaint; Step 3: The issue Category and issue Type previously entered by User is populated into the form; Step 6: An Agent may assign the complaint to themselves or another Agent; Alternate Path 2: All images attached by User, the System will attach and make accessible by Internal Users, within an Images view, within the specific Complaint.	
Design:	
Security Requirement(s):	
Data Retention:	
Search Criteria:	
Comments:	

Dept Name: Business License
Process Name: Complaint
Use Case Number: BL15-02
Created by (BA/BL/SME): Miranda Richardson / Lori Terry

Use Case Name: Processing a Complaint		
Level: User Goal		
Description: Once a Complaint is received in an Agent's workbasket, starts the process of investigating the complaint.		
Precondition: Complaint placed in Agent workbasket		
Primary Actor: Agent/Special Agent		
Secondary Actor: The System		
Related Use Case(s): BL15-01 Complaint-Creating A Complaint		
Success: Closing of the complaint by the supervisor		
Actor	**System**	**Rate**
	1. The Systems alerts the assigned Agent that there is a new Complaint in their workbasket for processing	
2. The Agent is able to access all Complaints assigned to them within their workbasket		
	3. The System makes accessible all data and attachments for viewing to the assigned Agent including the license information, where a business license is applicable	
4. The assigned Agent has the ability to enter action items completed, comments and date stamps of actions taken to investigate the Complaint	5. The System stores all changes made	
6. The assigned Agent has the ability to identify/enter any other participants that are applicable to the individual Complaint	7. The System stores all changes made	
8. The assigned Agent has the ability to update or request to close the Complaint based on their findings requiring an action entry explaining the reason	9. The System prompts the Agent various questions and selection options	
	10. The System validates all data entries are complete	
	11. The System reassigns Complaint to Supervisor based on Complaint type and alerts the Supervisor of the same	
12. The Supervisor, and the previously assigned Agent, have access to view all details of the Complaint		
13. Where Complaint is approved by Supervisor, it is placed into Closed status	14. The System records the changes, and timestamp.	

	15. The System allows for the Complaint to yet be searchable and viewed by all Agents	
Alternate Path 1:		
1.1 At step 2, Agent has the option of exporting Issue(s) and/or Action(s) to Excel. Continue step 2.		
Alternate Path 2:		
2.1 At step 13, Supervisor and Agent has the ability to re-open a Complaint. The System recognizes the last acting Agent and re-assigns it to that Agent with the status of re-opened. Continue Alternate Path 2a.		
Alternate Path 2a:		
2.2 Where a Complaint is re-opened, the re-assigned Agent receives an electronic alert of the same. There is a link to the Complaint within the email received.		
Alternate Path 3:		
3.1 Where there is a Due-Date assigned to a Complaint, the Complaint is flagged as having a Due Date within the Agent workbasket.		

Business Rules:

ALL: Where a complaint is being closed, an action item must be completed;
Step 1: Where the complaint is regarding a Franchise company, the complaint is forwarded to the Senior Franchise Specialist;
Step 1: A Supervisor or Agent may reassign a complaint to an alternate Agent at any time of the process;
Step 1: A Supervisor may close a Complaint at any time during the process;
Step 1: A Supervisor has access to viewing and editing any complaint at any time of the process;
Step 2: The assigned Agent is able to assign a 'follow-up' date triggering an electronic alert (noted in workbasket and via email) at selected date. Entry is displayed as BLUE until read by assigned Agent;
Step 11: The assigned person is alerted electronically of new Complaints placed in the workbasket. Email contains a link to the specific Complaint;
Step 13: Only Supervisor level may close a Complaint;
Step 11: After a Complaint has been assigned to a Supervisor, the Agent is yet allowed to add a comment entry. The comment is alerted as new and that it is created after placing into status for Supervisor review.
ALL: Users have the ability to sort all Complaints within a workbasket based on a pre-determined set filters;
Step 9: The Agent is prompted only needed questions for System to reassign Complaint.
Step 11: The Assigned Agent is able to view their Complaints' status through the Complaint being closed;
Step 14: The System shows 'credit' to the last acting Agent for the specific Complaint when closed.
Step 14: Supervisor and Agent level may re-open a Complaint;

Design:

1. Each step allows the viewing Agent to go 'back' to the previous page and entered information;
2. Where data is being edited and committed, the System creates and shows an audit log of who made the action and timestamp;
3. All views allow sorting by status and dates;
4. Agent is able to complete searches based on Business Owner, Business Address, DBA;
5. Workbasket displays the: Issue #; Business/individual; License#; Priority; Inv Type; Status; Received; Deadline Dt; Scheduled Completion; Days Active; Follow-up Date; and Status/date

for last action item completed; 6. Priorities are: Hi; MED; LOW; Commissioner/Director;
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Online Business License Search
Use Case Number: BL18-01
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Conducting a business search

Level: User Goal

Description: Business License maintains an external website that maintains and makes accessible information specific to the Business License department. The website allows Users to conduct a search for existing business license information using data selected and/or entered by the User. This Use case walks through the steps and what information is returned to the User.

Precondition: User is able to access the BL public website

Primary Actor: User

Secondary Actor: the System

Related Use Case(s): NA

Success: Ability for the System to display accurate and up-to-date business license data of the selected license record

Actor	System	Rate
1. User is able to access the Business License business search interface via the internet	2. The System provides the selections to begin a search	
3. Select the type of business search	4. The System returns the required fields specific to that search type	
5. The User is able to enter the requested information and request to submit the data	6. The System returns business license information based on the data entered	
7. The User has the option to access detailed business information	8. The System returns specific business license information for the selected business	
Alternate Path 1:		
1.1 At step 6, where there are no businesses found matching the entered search criteria, the System prompts the user of the same. Return to step 5.		

Business Rules:
At Step 6, the System retrieves information from the main business license data storage and displays specific up-to-date information regarding the selected business license.

Design:
1. At step 3, User is able to select to search for Multi Jurisdictional License;
2. Search accessible via main Clark County and Business License and public website;
3. User Interface detail:

Criteria			**Pre-View**	**Data Returned**
Type of Search	**Fields**	**Options**		
Business Name	Business Name		License Number	License Number
	License Status	Active	Business Name	Business Name/Address
		Pending	License Status	Business Telephone
		Active & Pending	Business Address	License category
		Inactive		Status

Business Owner	License Status	Active		Date of License
		Pending		Out of Business Date
		Active & Pending		Business Owner(s)
		Inactive		
	Corporate Owner			
	Individual Owner			
	Owner's Last Name			
	Owner's First Name			
Business Address	Street Number			
	Street Direction	North		
		South		
		East		
		West		
	Street Name			
	Street Type			
	City/Town			
	License Status	Active		
		Pending		
		Active & Pending		
		Inactive		
Parcel Number	Parcel Number			
	License Status	Active		
		Pending		
		Active & Pending		
		Inactive		
Category / Sub-category, date of license and Zip Code	Category			
	SubCategory			
	Date of License	From		
		To		
	Zip Code			
	License Status	Active		
		Pending		
		Active & Pending		
		Inactive		
Business License Number	License Number			
Multi-Jurisdiction	MultiJurisdiction number		Multi-J Number	Business Name

Business Name	Multi-Jurisdictional License Number
License Status	Location Address
	Mailing Address
	Primary Jurisdiction
	Current License Status
	Non-Primary Jurisdictions
	License Issue Date
	License Classification
	Lad Use (Zoning Classification)
	Parcel Number
	District Township
	Commissioner District

Security Requirement(s):

Public Website

Data Retention:

Search Criteria:

Comments:

Dept Name: Business License
Process Name: Time Reporting Process
Use Case Number: BL21-01
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Entering time worked		
Level: User Goal		
Description: Time tracking, based on a step within a workflow, multiple steps in a workflow, tasks and projects is used to provide vital information regarding work areas and a department as a whole. This Use Case walks through the System's ability to track time based on the categorical information provided by the User.		
Precondition: Auditor will be assigned work		
Primary Actor: Auditor		
Secondary Actor: Asst Audit Manager / Supervisor		
Third Actor: Users (Anyone having access to the system and is an employee of CC BL)		
Related Use Case(s):		
Success: Commit updated time		
Actor	**System**	**Rate**
1. The Auditor is able to access the System via logging in	2. The System allows access to the Auditor and their information	
3. The Auditor is able to select to enter / edit their time worked for a designated week	4. The System returns the current work week	
5. The Auditor is able to enter time worked for a specific Audit and/or Category	6. The System allows the Auditor to save updates	
Alternate Path 1:		
1.1 At step 4, the Auditor is able to select to view / edit a previous date frame.		
Business Rules:		

Design:

1. Time worked is viewed by work week.
2. A work week is Sunday to Saturday.
3. Auditor is able to select to view the 'previous' week or the 'next' work week.
4. The Auditor is able to select to view a work week by selecting a calendar within the System.
5. The System calculates and displays total hours worked by day, project and week.
6. Where an Auditor is assigned a project (Audit, Financial Review, etc), the project is displayed in the time reporting for that Auditor.
7. The Auditor is able to enter time spent toward a specific category and/or sub-category of work.
8. An Auditor may edit timeframe prior to the current pay period, creating an audit record of the same.
9. Auditor is able to hover over a specific project shown in their schedule, to view the total hours and total field days applied and anticipated and remaining.
10. Where the time worked, entered by the Auditor, does not meet the amount of hours required for the week, the Auditor is notified of the same.
11. The System allows a project to have multiple Auditor's assigned to it.
12. The System allows multiple Auditor's to enter time worked, for the same project.

ADMINISTRATION MODULE:

1. Specified Users is able to create and manage employee time reporting profiles. The purpose of the

profile is the manage work and hours assigned and scheduled. The profile contains information regarding the employee. Including but not limited to the employee system login name, division working in, reporting hierarchy, work schedule, start date(date to starting time reporting).

2. Specified Users are able to designate the First Pay Period week ending date for a specific calendar year.
3. The System allows specified Users to create / edit / delete schedule types.
4. Work Schedule maybe one of various number of schedule 'types'
    a. Regular – Full Time Works 5 8's
    b. 9's – 1st week (Works 4 days the first week (36 hours) and 5 days the second week (44 hours).)
    c. 9's – 2nd week Works 5 days the first week (44 hours) and 4 days the second week (36 hours).
    d. 9x's – 1st week (Works 4 days the first week (35 hours) and 5 days the second week (45 hours).
    e. 9x's – 2nd week (Works 5 days the first week (45 hours) and 4 days the second week (35 hours).
    f. 10's Works 40 hours a week.
    g. Part Time Hours worked vary each week.
    h. Overtime Hours may be entered.
5. Specified Users are able to delete an employee time reporting profile.
6. The User is able to enter time for categories of work and / or time spent during allotted work hours.
7. Specified Users are able to create categories and subcategories of types of work to be completed and/or time spent for a specific area of the Business License department. For example Category: Absences, SubCategory: Vacation/Comp; Sick Leave; Other Leave.
8. A category maybe assigned to a specific status of an Audit.
9. The designated work schedule, availablility for the Auditor
10. An Auditor's availability is based on Auditor currently allocated hours, Auditor total work hours, Auditor work schedule and Audit estimated work hours (based on the type of Audit).
11. The Auditor is able to view the total number of hours scheduled.
12. The Auditor is able to view all Audits assigned and their current status.
13. Time entered applies two deciml places.
14. Auditor is able to enter time based on the every tenth of the hour. (i.e. 0.20, 2.30, .10)
15. Auditor may select the title of a specific Audit to display the specific Audit record.

Security Requirement(s):

Data Retention:

Search Criteria:

Comments:

Dept Name: Business License
Process Name: Unlicensed Business
Use Case Number: BL22-01
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Discovery for unlicensed businesses		
Level: User goal		
Description: A business may be found or suspected as operating without a license. The source for this information may stem from returned licenses sent via mail, returned renewals, complaints, other departments, etc. This begins the process of discovering if the business is yet open and/or if a business is operating without a license. This Use Case walks through the discovery of a Business license status after receiving a returned license or renewal via the mail. The contact information is outdated and resolves the issue		
Precondition: Information presented to BL that a business may be operating without a license		
Primary Actor: Admin		
Secondary Actor: the System		
Third Actor: The internet / Discovery system		
Related Use Case(s): BL15-01 Complaint-Creating A Complaint		
Success:		
Actor	**System**	**Rate**
1. Admin has cause to research an business	2. The System allows the Admin to search for the specific license number	
3. The Admin is able to scan and attach any paper documentation, to the proper record		
4. Admin attempts to contact the Business Owner using information in the license record	5. The System allows the Admin to conduct searches for related Businesses	
6. Where there are related businesses found, the Admin may link them	7. The System allows the Admin to make any changes to the contact and addressing information within the License record	
8. The Admin is able to update the license record with comment regarding actions taken	9. The System stores the information	
10. The Admin is able to regenerate the license/renewal letter with updated information and forward to the business	11. The System records the date and action taken	
12. The Admin is able to update status and actions taken	13. The System validates all required information is entered and commits changes	
Alternate Path 1:		
1.1 At step 1, the Admin may discover from research, reporting tools, returned mail, external application information that the business may be operating in non-compliance of Clark County Business License department. Information may also stem from other department's generating a flag on a specific business license, or a phone call from another department.		
Alternate Path 1a:		
1.2 At Alternate Path 1, where the Admin received notification of a possible unlicensed		

operating business, the Admin creates a Complaint form into the System.	
Alternate Path 2:	
2.1 At step 2, where the business has failed an inspection, and/or another CC department has raised a 'flag' regarding the business, the system highlights and displays an alert.	
Alternate Path 2a:	
2.2 At step 2, where there is an alert attached to a license, the Admin may mouse over the symbol to view the department and snap shot of what the alert is.	
Alternate Path 3:	
3.1 At step 2, Where there is not a record found for a specific business, the Admin utilizes alternate online resources to research and locate information regarding the business to find if it is operating and without a proper business license.	
Alternate Path 4:	
4.1 At step 4, where the Admin finds the business in non-compliance, the **Non-Compliance process** begins.	
Alternate Path 5:	
5.1 At step 5, where the Unlicensed Admin opts to have an Admin go the location, a Work Order is requested to do so.	
Alternate Path 5a:	
5.2 At step 5, where there is no information to confirm if the business is operating and with/without proper business license, the Admin may create Work Order requesting that a Special Admin visit the registered address for an inspection.	
Business Rules: 1. At step 6, 8 and AP4, where the Admin successfully found the correct location and/or linked the license thus discovering the proper addressing of the business, the Unlicensed Admin receives the 'credit'; 2. Where the mailing address is different than what is in the System, the Admin is able to change/update the mailing address 3. Where there is a need to change the business location address within the System, the Admin must submit a change of location form for processing.	
Design: 1. At step 5, the Admin may search by Business owner name, address, business type; 2. At step 1, the source of information regarding a possible unlicensed business may stem from Licenses / Renewals returned via mail, a submitted Complaint, contact from alternate departments, received Tax List(where the Admin audits the list against registered Business Licenses within the System), and received Business Directory(where the Admin audits the list against registered Business Licenses within the System)	
Security Requirement(s):	
Data Retention:	
Search Criteria:	
Comments:	

Dept Name: Business License
Process Name: Work Order
Use Case Number: BL23-01
Created by (BA/BL/SME): Miranda Richardson / Allison Gigante

Use Case Name: Creating a Work Order		
Level: User Goal		
Description: Within a business license, Users have the option to create a Work Order. The purpose of a Work Order is to request a specific action regarding the license, and/or create a communication trail for the specific license. Work Orders may be assigned to a specific person and then placed in their workbasket for processing and closing.		
Precondition: A business license exists and an action is necessary for the specific license		
Primary Actor: Business License Tech / BL Agent / BL Auditor (hereinafter User)		
Secondary Actor: The System		
Third Actor: Business License Manager / BL Surpervisor / BL Agent (hereinafter BL Manager)		
Related Use Case(s):		
Success:		
Actor	**System**	**Rate**
1. The user is able to access the system via login	2. The System allows the User to search for a specific business license	
3. The User is able to select to create a Work Order	4. The System returns the User Interface for creating a Work Order request	
5. The User is able to select the type of Work Order to be created from a predetermined list	6. The System returns the type of Work Order that can be created	
7. The User is able to select the person to be assigned the Work Order from the list of users	8. The System returns the list of Users that maybe assigned the Work Order	
9. The User is able to assign a Due Date for the Work Order to be completed	10. The System allows the User to enter free text form or select from a calendar a due date for the Work Order	
11. The User is able to enter free form text describing the details of the request and purpose of the Work Order	12. The System allows the User to request to submit the form	
13. The User is able to submit the form	14. The System commits the Work Order data and places the request in the assigned BL Manager's workbasket and alerts them of the same	
15. The BL Manager is able to access the Work Order	16. The System displays the Business information and Work Order details	
	17. The System allows the User to select to view the work item opening the applicable Business License	
18. The BL Manager is able to edit the Business License record and commit changes	19. The System displays a confirmation page of the changes made and allows the BL Manager to confirm or make additional edits	
	20. The System commits the data and updates the Business License record	

21. The BL Manager is able to return to the specific Work Order request from the Business License	22. The System returns the BL Manager to the Work Order details	
23. The BL Manager is able to add and action comment updating the status of the Work Order	24. The System returns the Action entry interface allowing the BL Manager to update the status of the Work Order and enter free form text regarding the same	
25. The BL Manager is able to submit the update	26. The System commits the updated data and reassigns the Work Order to the requesting Users workspace and alerting them of the same	
27. The User is alerted of the update to their Work Order request and is able to access the record	28. The System displays the Work Order status update and any comments entered	
29. The User is able to continue with their previous workflow		
Alternate Path 1:		
1.1 At step 14, the email alert also contains a link to the Work Order. Continue step 15.		
Alternate Path 2:		
2.1 At step 29, the BL Manager is able to return to the License to make additional changes. Return to step 18.		
Business Rules:		
Design: 1. At step 16, the Work Order displays the name of the business, Status, Type of WO, Date Created, Due Date, Created By, Assigned To and Work Order Actions. 2. Within the Business License the record has the option to view Work Order History. This displays all Work Order that have been created for the specific license		
Security Requirement(s):		
Data Retention:		
Search Criteria:		
Comments:		

Dept Name: Business License
Process Name: Hearing Officer
Use Case Number: BL24-01
Created by (BA/BL/SME): Miranda Richardson / Camille Shauntee

Use Case Name: Processing for Hearing Officer Meeting		
Level: User Summary		
Description: A Hearing Officer meeting may be stemmed from an Appeal on a Decision, Complaint, Civil Penalty, or a business being found in Non-Compliance. This Use Case describes the process of preparing for the meeting, alone.		
Precondition: There is a Hearing Officer meeting scheduled		
Primary Actor: The System		
Secondary Actor: Business License Administrator		
Third Actor: Agent Manager		
Fourth Actor: Agent		
Fifth Actor: Hearing Officer		
Sixth Actor: Business Owner		
Seventh Actor: Director		
Eighth Actor: Metro		
Related Use Case(s): BL29-01 Processing nonCompliant Businesses BL29-02 NonCompliance for Audit BL14-07 Audit-Audit Appeals Process		
Success: The completion of the hearing and a decision		
Actor	**System**	**Rate**
	1. Initiated from off page Use Case Process	
2. The Manager reassigns the record to the BL Admin for scheduling and processing; and prepares a request for hearing, external to the system	3. The System alerts the BL Admin of a new record within their workbasket for processing	
4. The BL Admin is able to access and view specific information regarding the record, including all attachments, images, alerts, history, etc.	5. The System allows the BL Admin to access and view requested information attached to the record	
6. The BL Admin is able to select to create a Hearing Officer Package.	7. The System presents the BL Admin with a screen to select the sections of information and forms to be included in the package	
8. The BL Admin selects the sections to be complied in the package	9. The System prepopulates information from Business License record	
10. The BL Admin is able select to submit for package creation	11. The System returns the selected information in a printable format.	
	12. The System stores the search criteria for the package, including any added on items by the BL Admin for future query and printing	
13. The BL Admin is able to scan in the signed decision on behalf of the Director, attaching it to the specific record		

14. The BL Admin is able to update the record and status	15. The System reassigns the record to the overseeing Manager/Supervisor	
	16. The System alerts the Manager/Supervisor of the record within their workbasket	
17. The Manager/Supervisor is able to access and view all information regarding the record	18. The System allows the Manager/Supervisor to reassign the record to the appropriate Agent for processing	
	19. The System alerts the Agent of a new record within their workbasket	
	20. Continue initiating process from step 1	
Alternate Path 1:		
1.1 At step 5, where the case requires that the person in violation has a Work Card, a background check is requested from Metro. Upon obtaining the same, continue step 6.		
Alternate Path 2:		
2.1 At step 9, the BL Admin has the option to return to the selection interface to add additional information to the package. Continue step 10.		
Alternate Path 3:		
3.1 At step 9, the System stores the search criteria for the package, including any added on items by the BL Admin for future query, generating a package and printing, with the recorded date/time stamp of when generated.		
Alternate Path 4:		
4.1 At step 13, the person/Business Owner in violation may appeal the HO decision. This is done in District court and Out of Scope.		
Business Rules: 1. Designated Users will be able to generate a Hearing Officer Package;		
Design: 1. At step 7, a Manager creating a Hearing Office Package may select to include other Packages previously generated within the Business License Record. Including but not limited to an NSF Package, a Refund Package, etc. 2. At step 7, a Manager will have the option to attach additional information to the Hearing Officer Package, from within the System and scan and attach additional records to the Hearing Officer Package. 3. Any new documents scanned at attached to the Business License Hearing Officer Package will remain attached to the specific Business License.		
Security Requirement(s):		
Data Retention:		
Search Criteria:		
Comments:		

Dept Name: Business License
Process Name: Film Permit Application
Use Case Number: BL25-01
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Application Submittal		
Level: User goal		
Description: All customers are to submit their Film Permit applications via the online Manage my Account application process. This is a use case to start and complete the submittal process. Hereinafter 'The System' will reference what is currently CLIPS.		
Precondition: User has a Manage my Account		
Primary Actor: Applicant (herein after 'the User')		
Secondary Actor: The System		
Related Use Case(s): BL09-02 Daily Reconciliation-Pymt Processing Online BL25-02 Film Permit-Receipt of New App		
Success: Receipt of confirmation email post application submittal		
Actor	**System**	**Rate**
1. Applicant accesses the application by first logging into their account. New Applications pre-populate the primary user data into the proper fields.		
	2. The system displays the permit application online.	
3. The Applicant enters data specific to the film project and its location(s). The applicant may select additional locations as the film location	4. System searches for jurisdiction of each entered film location(s). System locates and populates the jurisdiction field based on Clark County system data.	
5. Applicant may attach additional documents supporting their current project application	6. Required forms are made available for applicant downloading	
7. The applicant may continue to next page of the application	8. System validates that all required fields are completed and continues to the payment section of application	
	9. The system calculates and presents the detailed information of the permit fee for the user, based on the information entered in application.	
10. The user may review the data entered prior to submitting the application and paying license fees shown. Electronic Signature of review is required.		
	11. The user is presented the option to pay all total fees and is given the payment options available.	
12. Applicants may pay the total amount of fees dues via credit card or electronic check.	13. The system records the type of payment and applicable information for payment processing based on the information entered	

	by the user.	
	14. The System presents a confirmation page for submittal of the application. The User receives a confirmation email with payment confirmation and PDF attachments of information submitted.	
	15. All data is stored within the system and in line with the current data storage rules for payments. An alert is sent to the Film Admin there is a new application within the workbasket.	
	16. A license number is created and assigned to the Film Permit Application in like of the Licensing path. Payments are applied to this recording number.	
Alternate Path 1		
1.1 At step 1 where an applicant previously saved an application, the user may enter the reference number to complete the application process. Applications are stored for a maximum of one week.		
	1.2 Continue step 2	
Alternate Path 2		
2.1 At step 1 where the applicant does not have a registered Manage my Account, they are able to do so by walking through registration then accessing the application, or registering during the process of completing a new application.		
	1.3 Register My Account; License or Permit Application; Continue to Step 2	
Alternate Path 3		
2.1 At step 4, where the system is not able to recognize the given locations, the jurisdiction is populated as TBD. However, where the applicable jurisdiction is identified and not Clark County, the Applicant is alerted and referred to proper jurisdiction for that specific location entered.		
	2.2 Continue step 5	
Alternate Path 4:		
3.1 At step 8, where required fields have not been completed and/or are not completed in proper formatting, the applicant is alerted of the same to complete/correct.		
	3.2 Continue step 9	
Alternate Path 5:		
4.1 At step 10, when reviewing the information entered, the User may opt to ‘change’ the information entered. In which the system allows changes to be committed to the session and re-presented for review by the User.		
	4.2 Continue step 11	
Alternate Path 6:		
5.1 At step 11, the Applicant may save the application to make fee payments in person using the reference number generated. Application is saved for one week. Payment is via cash, debit or check.		
	5.2 Continue step 12	
Alternate Path 7:		

6.1 At step 13, where the payment is declined, the User is given the option of using another form of payment or attempting again with the same payment type.		
	6.2 Return to step 12	
Alternate Path 8:		
7.1 At step 14, where User did not select that it has already registered with the Nevada Film Office, the confirmation page provides a link to the internet page for them to register.		
	7.2 Continue step 15	

Business Rules:

1. Film Permit Applications are only accepted via online;
2. Payment options online are via Credit Card and Electronic Check;
3. Payment options in person are via Cash, check or Debit card;
4. Where the User opts to 'save my application', the system generates a reference number to complete the application in a new session;
5. User may come in person to the Business License office to make payment in full using reference number from saved application;
6. Saved applications are available for one week;
7. Based on the business questions answered, the system will calculate all fees due at the time of submitting the application;
8. User must pay application fee to submit application;
9. The system pre-populates the primary user data for new applications generated from the Manage my Account profile;
10. 'Have you registered with the Nevada Film Office?' is a required selection;
11. Applicant is required to enter either the Project Street name or Intersection;
12. User has the ability to enter multiple locations for filming;
13. Film Admin is able to notify the Primary Contact, via email template, to contact the Film Admin office.

Design:

Application New and Required Fields of entry:

Title	Description
Production or Location Manager	Option for user account owner to select. Designating if the user is acting Production Company or Location Manager for the specific application being entered
Primary	Designates which name and address entry is the primary entry for the specific application being entered.
Production Company Name	Full Business name of the production company in charge of the filming
Production Company Contact Name	Required entry where the production company is designated as the primary for the specific entered application

Production Company Contact Email address	Required entry where the production company is designated as the primary for the specific entered application
Production Company Address	Registered address for company;
Production Company City	Registered city for company;
Production Company State	Registered state for company;
Production Company Zip	Registered zip for company;
Production Company Country	Registered country name for company;
Production Company Phone #	Registered company phone number with consideration of international phone numbers
Production Company Phone #Ext	Company phone number ext. for any contact person
Project Title	Title of project;
Project Web Site	Website URL of film project;
Location Manager Name	Name of person managing the filming on location;
Location Manager Local Phone/Cell	Local contact phone number for location manager;
Location Manager Fax Number	Contact fax number for location manager;
Location Manager Office Number	Contact office number for location manager;
Location Manager Email Address	Contact email address for location manager;
General Description of Proposed Activity	Description of film project
'Welcome To Las Vegas' Sign	New selection option within the 'Click the checkboxes for all activities you are planning' section
'Have you registered with the Nevada Film Office?'	New selection option of 'Yes' or 'No'
Street Number	Address number of desired film location
Street Name	Address street of desired film location
Intersection	Major Cross streets of desired location
Jurisdiction	System populates the non-editable field designating Jurisdiction based on the street number, name or intersection of

	the desired filming locations
Start Time & Date	The requested date for filming in the month, date, year formatting
Start Time & Date	The requested start time for filming on the specified date capturing the hour, minute and am/pm.
End Time & Date	The requested date for filming in the month, date, year formatting
End Time & Date	The requested start time for filming on the specified date capturing the hour, minute and am/pm.
Cast and Crew Total	Total number of Cast to be on location for filming
Crew Total	Total number of Crew to on location for filming
Number of Vehicles	Total number of vehicles to be on location for filming
Type of Vehicles	List of vehicle types to be on location for filming
Description	Further details regarding film location
Attachments	User has the ability to upload supporting documents to be considered with their application. Formats include word, excel, PDF
Payment First Name	First Name listed on card/account
Payment Last Name	Last Name listed on card/account
Payment Address Line 1	Billing address for card/acct
Payment Address Line 2	Billing address for card/acct
Payment Country	Billing country for card/acct
Payment State/Province/Region	Billing State/Province/Region for card/acct
Payment City	Billing city for card/acct
Payment ZIP	Billing zip code for card/acct
Payment Security Access Code	Where payment is via CC, card's three digit security code
Payment Routing Number	Where payment is via check, 9-digit routing number

Payment Account Number	Where payment is via check, checking number
Payment Account Number Confirmation	Where payment is via check, checking number. Validation for correct checking number
Electronic Signature	NEW ENTRY FIELD – must match the selected primary Full Name
Electronic Signature Date	NEW ENTRY FIELD – must populate with today date

OTHER
Confirmation Email:

1. Includes a link to the Las Vegas Blvd Strip Map;
2. Includes links to the Las Vegas Sidewalk maps;

Security Requirement(s):

Data Retention: All entered data is retained as well as any attachments to application; Payment information is processed per the current rules for payments made online.

Search Criteria:

Comments:

Dept Name: Business License
Process Name: Film Permit
Use Case Number: BL25-02
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Receipt of a new application		
Level: User-summary		
Description: Post submittal of an application, applications will be assigned to a general admin workbasket for processing and discovery of the request. Applications are assigned to one Admin at a time, however maybe reassigned to other Admins as needed. Hereinafter 'The System' will reference what is currently CLIPS.		
Precondition: BL25-002 Receipt of Application		
Primary Actor: Film Administrator		
Secondary Actor: The System		
Related Use Case(s): BL25-01 Film Permit-Application Submittal BL25-03 Film Permit-Register for MMA		
Success: Application is assigned a specific work flow		
Actor	**System**	**Rate**
1. Film Admin has the option to designate themselves as the processor or to another Admin for processing and discovery.	2. Removes application from current assignment and alerts the new Admin assignment there is an application for their processing and discovery.	
3. Film Admin may change the status of application to show that it has been acknowledged as received and commit changes		
4. Admin reviews the application and supporting documents.	5. Flags application as having all necessary documents and is ready to process	
6. Admin updates status, designating the Agencies that are to sign review, inspect and sign-off on the application; beginning work flow process	7. The System begins the three (3) day allowance for completion of the application process	
	8. Changes are committed to system.	
Alternate Path 1:		
1.1 At step 1, any Film Admin may assign a specific application profile to another Admin at any time during the application approval process after updating the last action item/comments.		
	1.2 Continue step 2	
Alternate Path 2:		
2.1 At step 4, Admins request to send a form email to the applicant, alerting them of what documents are remaining due		
	2.2 Continue step 5	
Alternate Path 3:		
3.1 At step 4, when an application has been in 'Pending Applicant Documents' status for one week, the Film Admin is notified for follow-up.		
	3.2 Return to step 4	

Alternate Path 4:		
4.1 At step 4 the Film Admin is notified when an application is in Pending Applicant Documents status two (2) days prior to film date for follow-up.		
	4.2 Return to step 4	
Alternate Path 5:		
5.1 At step 4, when an application is yet in Pending Applicant Documents after 90 days from submittal the application is placed in Terminated status.		
	5.2 Continue to step 8	

Business Rules:

1. Admins are alerted when a new application has been received;
2. Admins may assign themselves or others as the application processor;
3. Admins may view and edit any application and fields within the application;
4. When any changes are made to an application, an audit entry is made showing the Admin, initial field data, new field data and when;
5. Any and all attachments to an application is kept within the record and routed with the application approval processes;
6. Where specific Agencies are selected to review or approve an application, the application is placed in that Agency's workbasket;
7. Where an application is placed in an Agency's workbasket, the designated group email is alerted of the same and the specific action needed;
8. Film Admin is able to add additional film locations to the application;
9. Where changes are made to the application by Film Admin, they have the option to forward to additional Agencies or re-submit to Agencies;
10. Where an application has been in Pending Rescheduling status for 30 days, the Primary Contact email is alerted of the same, for follow-up.

Design:

1. Admins may be able to view any specific or all applications, by filters set by Admin
2. When any changes are made to an application, an audit entry is made showing the Admin, initial field data, new field data and when;
3. The Admin may designate one of the following status':
    a. Urgent;
    b. New;
    c. Pending Reschedule;
    d. Pending Agency Approval;
    e. Agency Approved;
    f. Pending Additional Information;
    g. Pending Payment;
    h. Pending Multi-Agency Review(used where multiple Agencies are required to meet);
    i. Permit Issued;
    j. Terminated;
    k. Terminated/Non-Payment.
4. Administrators are able to select the specific Agencies that are to review the application;
5. Administrators are able to select the specific Agencies that are to approve the application;

Security Requirement(s):

1. Film Administrator team has the option of viewing all applications, their assigned admins, and application status.

Data Retention:

Search Criteria:
Comments:

Dept Name: BL
Process Name: Film Permit
Use Case Number: BL25-03
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Register for Manage My Account		
Level: User-Goal		
Description: Applicant may register to maintain their licenses online, using the Manage My Account infrastructure.		
Precondition: Production Company/Location Manager wants to Film w/n Clark County		
Primary Actor: Production Company/Location Manager (hereinafter the 'User')		
Secondary Actor: The System		
Related Use Case(s): BL25-02 Film Permit-Receipt of New App BL25-04 Film Permit-Application Processing		
Success: Registration of Business Licenses		
Actor	**System**	**Rate**
1. The User follows the appropriate steps to access the online application via an internet browser	2. The system displays the login/new registration page	
3. The User selects to access the registration page as he does not have an account yet created.	4. The systems displays the User registration page	
5. The User enters business contact information as requested by the registration page	6. The system validates that required fields have data and the proper data formatting was entered	
	7. The system captures and stores all data entered and creates The User profile.	
	8. All User information is stored within the appropriate systems.	
	9. The System generates a confirmation email to the newly registered user.	
Alternate Path 1:		
1.1 At step 6, where The User enters invalid information for data formatting, The User is prompted to return to the specific fields to correct the data entry in order to save and create the requested profile.		
	1.2 Return to step 5	
Alternate Path 2:		
2.1 At step 8, the business owner will be able to access and view all information that is currently accessible via the Manage My Account profile. This is applicable for all registered business licenses and/or film permits, for the specific The User.		
	2.2 Refer to step 9	
Business Rules: 1. Previous license and/or permit information is not made available prior to current date of registration; 2. Each application must have a unique Primary contact designated; 3. Upon registering, the User will be able to access and view all information that is currently		

accessible via the Manage My Account profile.

4. The System generates a confirmation email confirming successful registration.
5. User may not 'Withdraw an Application' via online. This option is not made available for Film Permits.
6. Application fees are non-refundable.
7. Notifies the user, via registered email and within the Manage my Account, of status updates to their registered applications.
8. Users are able to view the current status of their applications / permits / licenses.
9. 'Forgot My Password' and 'Forgot My User Id' is available for the user to retrieve.

Design:

1. Registration page is in line with the current registration page within the Manage My Account work flow;
2. Where the user identifies themselves as 'Film Permit' applicant, the System displays the appropriate questions for a Location Manager/Production Company registrant;
3. Primary contact's full name, email address and contact information is a required entry;
4. Designation as a Production Company or Location Manager profile is a required selection

Title	Description	Field / Data types
Manager	Option for user account owner to select. Designating if the user is acting Production Company or Location Manager for the specific application being entered	Options: Location Manager; Production Manager
Primary	The user notes which name and address entry is the primary entry for the specific application being entered	Radio button by each address type
Company Name	Full Business name of the production company in charge of the filming	Data entry field; Alpha Numeric
Company Contact Name	Required entry where the production company is designated as the primary for the specific entered application	Alpha
Contact Email address	Required entry where the production company is designated as the primary for the specific entered application	Alpha numeric
Company Address	Registered address for company;	Data entry field; Alpha Numeric
Company City	Registered city for company;	Data entry field; Text
Company State	Registered state for company;	Data entry field; Text
Company Zip	Registered zip for company;	Data entry field; Numeric
Company Country	Registered country name for	Data entry field; Text

	company;	
Company Phone#	Registered company phone number with consideration of international phone numbers	Numeric
Company Phone# ext	Company phone number ext for any contact person	Numeric
Phone/Cell	Local contact phone number for location manager;	Data entry field; Numeric
Fax Number	Contact fax number for location manager;	Data entry field; Numeric
Office Number	Contact office number for location manager; International phone numbers considered	Data entry field; Numeric
Ext Number	Office number ext	Numeric
Location Manager Email Address	Contact email address for location manager;	Data entry field; Alpha Numeric

Security Requirement(s):

Data Retention:

Search Criteria:

Comments: Registration will encompass interaction with the password management database, license database and however the profile management data storage will be kept.

Dept Name: Business License
Process Name: Film Permit
Use Case Number: BL25-04
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Application Processing		
Level: User Summary		
Description: Upon the Film Admin receiving all proper documentation.		
Precondition: The application is ready for Agency review and/or approval		
Primary Actor: Film Admin		
Secondary Actor: The System		
Tertiary Actor: Agency		
Related Use Case(s): BL25-03 Film Permit-Register for MMA BL25-05 Film Permit-Process Film Permit		
Success: Approval of Film Permit		
Actor	**System**	**Rate**
	1. Where a specific Agency is designated as having to review or approve a specific application, the System forwards the application and supporting documents to that specific Agency's workbasket, alerting the group of the same.	
	2. The Systems flags the application as read when opened and notes the viewing user/date/time, for the Film Admin to review.	
3. The Agency is able to access the new application via enclosed email link or directly accessing the workbasket via internet portal.	4. The Agency is able to access any template work forms pertaining to inspections for Film Permits that will be needed specifically for approving the current application	
5. The Agency is able to update the status of the film application and enter any comments with regard to the status update.	6. Where the status update is approved by a specific Agency, the System logs the acting Agency employee and timestamp of same.	
	7. The System updates the Step and Status within the Application, Manage My Account profile for the specific application; and notifies the assigned Film Admin's email of a status update.	
	8. The System returns the application to the workbasket of the assigned Film Admin for acceptance and generation of the Film Permit and notifies agent electronically of the same.	
Alternate Path 1:		
2.1 At step 4, the system alerts both the Film Admin and Assigned Agency group where an application is 24 hours into workbasket and not reviewed.		
	2.2 Continue to step 5	
Alternate Path 2:		

3.1 At step 4, the System alerts both the Assigned Film Admin and Agency group where an application is 48 hours into workbasket and not approved.		
	3.2 Continue to step 5	
Alternate Path 3:		
4.1 At step 7, where application is not approved, the system requires that the Agency updates the action comments field detailing why the application was not approved.		
	4.2 Continue to step 8	
Alternate Path 4:		
5.1 At step 5, where an application requires User action, the System stops the 3-day completion time. Where changes or additional information is needed, the Film Admin may place the application in pending additional information status in order to collect the required information. Status is updated within the Manage My Account profile.		
	5.2 Return to step 6	
Alternate Path 5:		
7.1 At step 5, where the application is not approved/cannot move forward, the System allows the Film Admin to notify the user of same via email. Status change also updates the user's Manage my Account.		
	7.2 Return to step 6	

Business Rules:

1. Film Admin is notified via email when an application status has been updated by an Agency;
2. Manage my Account status updates when a status is changed.
3. Assigned Film Admin and Agency group is alerted when an application is not reviewed and/or processed 24 hours and 48 hours of assigning.
4. Where user action is required, the 3 day process time is stopped.
5. Where the Film Admin designates a specific application as having all documents, the 3 day process time is started.
6. Film Admin has the ability to bypass a specific work flow, requiring action comment entry.
7. Where the individual User may incur charges from one to all individual Agencies, outside of the costs charged by the Film Admin, charges are documented as such within the application at the time of approval by the individual Agency.
8. All pre-licensing fees must be paid in advance prior to Film Permit receipt.

Design:

1. Application processing status:
   - **a.** application is initially submitted successfully;
   - **b.** all required documentation is noted as received;
   - **c.** Agencies are assigned;
   - **d.** action is required by the user;
   - **e.** Agency has approved the application;
   - **f.** when the permit is approved for printing;
   - g. when application is approved pending payment in full.
2. Required forms for inspection processing/approval are accessible within the specific application.

Security Requirement(s):

Data Retention:

Search Criteria:
Comments:

Dept Name: Business License
Process Name: Film Permit
Use Case Number: BL25-05
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Process Film Permit		
Level: User-Goal		
Description: Where an application has completed its approval process, the Film Admin may then process the actual film permit for distribution to the applicant.		
Precondition: Approval of Film Permit		
Primary Actor: Film Admin		
Secondary Actor: The System		
Related Use Case(s): BL25-04 Film Permit-Application Processing		
Success: User receipt of Film Permit		
Actor	**System**	**Rate**
1. The Film Admin is able to see all action entries, their comments, and the individual approvals from the Agencies within the application profile.		
2. Film Admin has the rights to 'Create Film Permit' within the application. This step prompts the System to create the Film Permit, containing conditions, as well as the letter Notification of Film Permit Approval	3. The System returns a screen, in which the identifying information and basic legal jargon is pre-populated within the Permit and notification letter, for review by the Film Admin.	
4. The Film Admin may enter and/or select specific additional conditions to the Film Permit when required. Upon selecting 'Submit', the Film Permit and notification letter are generated containing the information provided.	5. The System generates a PDF version of the documents for printing placing the status of the application in 'Permit Issued'.	
6. Film Admin are able to create and submit electronic forwarding to the primary contact email.	7. The System updates the application status view within Manage My Account and notifies the User that the specific application has been approved and will be sent to the primary contact's email for printing, and/or that they may pick up the application in person.	
	8. The System stores all data and attachments remain intact within the application profile. The full application profile is made searchable for any future queries.	
Alternate Path 1:		
1.1 At step 1, the System flags the Film Admin where there are fees yet due for the specific application and does not allow creation of the film permit without a Film Admin overriding this step with action comments.		
	1.2 Alternate step 2	
Alternate Path 2:		

2.1 Film Admin is able to send communications to the User notifying them of monies yet due and the application is placed into Pending Payment status.		
	2.2 Return to step 2.	
Alternate Path 3:		
3.1 When an application has been in Pending Payment status for one week, the Film Admin is notified for follow-up.		
	3.2 Refer to Alternate Path 3a.	
Alternate Path 3a:		
3.3 The Film Admin and approving Agencies are notified, via email, when an application is in Pending Payment status one (1) day prior to film date for follow-up.		
	3.4 Refer to Alternate Path 3b.	
Alternate Path 3b:		
3.5 At alternate path 3a, when an application has not received payment by the day after entered date of filming, the Film Admin is notified and the application is placed in Terminated/Non-Payment status.		
	3.6 Return to step 8	
Alternate Path 4:		
4.1 At step 2, the Film Admin may override the Pending Payment rule manually within the application profile.		
	4.2 Return to step 3.	

Business Rules:

1. The Film Admin is able to see all action entries, their comments, and the individual approvals from the Agencies within the application profile.
2. The System flags the Film Admin where there are fees yet due for the specific application and does not allow creation of the film permit without a Film Admin overriding this step with action comments.
3. When an application has been in Pending Payment status for one week, the Film Admin is notified for follow-up.
4. The Film Admin is notified when an application is in Pending Payment status one (1) day prior to film date for follow-up.
5. When an application has not received payment by the entered date of filming, the Film Admin is notified and the application is placed in Terminated/Non-Payment status.
6. Film Admin may override the Pending Payment rule manually within the application profile.
7. All data and supporting documents are made accessible pre- and post-placement in ‘Terminated’, ‘Terminated/Non-Payment’; and/or ‘Permit Issued’ status.

Design

Reporting:

1. Film Admin has access to view ALL applications;
2. Film Admin has the option to view only applications assigned to themselves;
3. Film Admin may filter all views by:
    a. Film Admin assigned;
    b. Production Company Name;
    c. Status;
    d. Location Manager Name;
    e. Project Title;
    f. Reviewing Agency;

g. Specific date range; and/or h. Specific time (requiring date selection); 4. Film Admin are able to complete a wildcard search by location field.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Bankruptcy
Use Case Number: BL26-02
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Process for Business filed Bankruptcy	
Level: User goal	
Description: Where a Business may file Bankruptcy for their business, the BL department is alerted of the same. This Use Case walks through receiving a notification of a Business filing Bankruptcy, and then referring to the Collections process.	
Precondition: Information presented to BL that a business has filed for bankruptcy	
Primary Actor: Office Specialist	
Secondary Actor: the System	
Third Actor: Manager / Supervisor	
Related Use Case(s):	
Success: Ability to submit the record for collections.	

Actor	System	Rate
1. The Bankruptcy document is routed to the Office Specialist for processing, outside of the System		
2. The Office Specialist is able to search the System for a Corporation Name, DBA Name and/or Individual Name listed on the Bankruptcy	3. The System returns all licenses containing the search criteria entered by the Office Specialist	
4. The Office Specialist is able to select a Business License	5. The System returns the record details	
6. The Office Specialist is able to request to ADD a Bankruptcy Package to the specific Business License	7. The System requests for the Office Specialist to add the Bankruptcy documents	
8. The Office Specialist is able to scan and attach to the specific Business License Bankruptcy documents	9. The System allows the Office Specialist to search for and select all other Business Licenses that are associated with the specific Bankruptcy	
10. The Office Specialist is able to select all Licenses and link them to the specific Bankruptcy	11. The System ADDs a Bankruptcy Package and the attachments to each of the Business Licenses selected by the Office Specialist	
	12. The System allows the Office Specialist to enter the filing date of the Bankruptcy	
	13. The System allows the Office Specialist to enter the date BL received the Bankruptcy documents	
	14. The System allows the Office Specialist to enter a court date (Optional)	
15. The Office Specialist is able to view all of the licenses and information entered to submit for Manager review	16. The System places the Bankruptcy in the designated Manager's workbasket for review and approval. Manager is notified of the same	

17. The Manager is able to view the Bankruptcy documents and the associated licenses	18. The System allows the Manager to approve the Bankruptcy data and License(s) and reassign to the Office Specialist.	
	19. The System places a Bankruptcy flag on all Business Licenses associated with the Bankruptcy.	
20. The Bankruptcy is placed in the Office Specialist's workbasket	21. The System alerts the Office Specialist of the same	
	22. The System allows the Office Specialist to enter a date for follow-up regarding status of the bankruptcy	
23. The Office Specialist is able to submit the date entered	24. The System schedules an annual alert for the Office Specialist to update the Bankruptcy status	
	25. The System alerts the Office Specialist of the follow-up for the Bankruptcy status	
26. The Office Specialist is able to update the comments for the Bankruptcy	27. The System commits the updates	
28. The Office Specialist is able to reassign the record for Collections	29. Refer to the **Collections** Use Case	
Alternate Path :		
At step 17, the Office Specialist is able to reassign the record to a Manager/Supervisor for closing, where the fees due are less than $5000.		
Alternate Path 1:		
1.1 At step 18, where there is an update posted to a Bankruptcy Business License within the Office Specialist's workbasket, the Office Specialist is alerted of the same and the record is flagged as such within the workbasket.		
Alternate Path 2:		
2.1 At step 18, where the Manager does not approve the Bankruptcy, the Manager is able to add comments regarding the same and reassign the record to the Office Specialist. Return to step 2.		
Alternate Path 3:		
3.1 At step 19, where the Bankruptcy is completed, the System displays the fees due after the Bankruptcy date		
Alternate Path 4:		
4.1 At step 22, the System alerts the Office Specialist where it is the requested date of follow-up.		
Alternate Path 5:		
5.1 At step 25, the Office Specialist may assign a new followup date.		
Alternate Path 6:		
Within the process, when the business's status is updated to Out of Business, the annual alerts do not occur.		
Business Rules: 1. At step 15, a Manager must approve the Bankruptcy and the Business Licenses associated with the Bankruptcy before the Licenses can be Flagged as in Bankruptcy.		

2. Only a Manager is able to remove a Business License from a Bankruptcy. 3. While License(s) are flagged as in Bankruptcy, there are no fees collected by Clark County, for fees that are due before the Bankruptcy file date. Clark County may collect fees that are found due for the business(s) after the Bankruptcy file date. 4. The Business Owner is allowed to make payment towards any license(s).
Design: 1. At step 12, entering the Bankruptcy Filing date is a required step. 2. At step 13, entering the Business License received date is a required step. 3. The Bankruptcy Package has User, Date and Time stamps.
Security Requirement(s):
Data Retention:
Search Criteria:
Comments:

Dept Name: Business License
Process Name: Compliance
Use Case Number: BL28-01
Created by (BA/BL/SME): Miranda Richardson / Allison / Jen

Use Case Name: Finding a business in compliance
Level: User Goal
Description: There is a process in place for discovery of a business being in Compliance with their operating business or not. Compliance may cover having the proper business license, maintaining the proper financial papers for temporary licenses, serving proper aged customers, etc. The standards held are based on the category of the license and any additional rules the business must abide by, based on the license given. This Use Case walks through the discovery section of Compliance where the Agent has an initial secheduled followup inspection, post granting a Temporary License. The inspection confirms the business is in compliance with the Clark County Business License rules and regulations based on their license type.
Precondition: There is a business in question or a reminder for a business inspection
Primary Actor: Agent
Secondary Actor: the System
Third Actor: Agent
Fourth Actor: Manager/Supervisor (hereinafter Manager)
Related Use Case(s):
Success: Record is able to close due to Compliance

Actor	System	Rate
	1. The System alerts the assigned Agent of a new record within their workbasket and/or needing their attention.	
2. The Agent is able to access and view all information regarding the record in their workbasket, including any alerts attached to the license/business owner	3. The System recognizes the record as received and read	
	4. The system allows the Agent to schedule a site visit within the record and add comments. The scheduled visit is recorded within the Agent's calendar.	
5. The Agent is able to remotely update and add action items to the record via mobile. Updating the system once the Agent commits the entered information	6. The System validates required information is entered and commits changes creating an audit entry	
7. The Agent is able to update the status of the record	8. The System verifies that the information entered is complete and all required information is entered, based on the type of visit, type of business and results of inspection. Compliant or non-Compliant.	
9. The Agent is able to reassign the record for Manager approval	10. The System commits changes and places the record in the appropriate Manager's workbasket for approval and closing	

11. The Agent is able to see the status of the record through closing, within their workbasket	12. The System alerts the Manager of a new record is in their workbasket	
13. The Manager is able to access, view and update all information regarding the record in their workbasket	14. The System validates required information is entered and commits changes creating an audit entry	
	15. The System removes the record from the Agent and Manager workbasket	
Alternate Path 1:		
1.1 At step 1, where the inspection is at the request of an Unlicensed Agent, the Manager receives the request, with Work Order attached. The Manager then is able to reassign the record to a specific agent's workbasket and access/view/edit the complete record as it continues the workflow.		
Alternate Path 1a:		
1.2 At step 1, the System alerts the Agent where there is a scheduled appointment for an inspection. Alert includes a icon display within the workbasket, and email containing a link to the record.		
Alternate Path 1b:		
1.3 The Agent is able to view/edit/manage their calendar for visits, via mobile device, making it visible to anyone with access to the record. The saved inspection dates are displayed in the record with information on the type and purpose of field inspection.		
Alternate Path 2:		
2.1 At step 2, the Agent is able to reassign a followup date for review.		
Alternate Path 3:		
3.1 At step 5, where the business was found in non-Compliance the non-Compliance process path is followed.		
Alternate Path 4:		
4.1 At step 11, where the Manager does not approve the record, the record is reassigned to the Agent's workbasket. The Agent is alerted of the same. Continue step 2.		
Business Rules:		
Design: At step 1, the record received by Agent maybe stem from the Unlicensed Business process, needing a field visit to the business location. In this case, there maybe scanned images and a Work Order attached to the record, made viewable to the Investigating Agent;		
Security Requirement(s):		
Data Retention:		
Search Criteria:		
Comments:		

Dept Name: Business License
Process Name: Non-Compliance
Use Case Number: BL29-01
Created by (BA/BL/SME): Miranda Richardson / Jen Nakata / Tina McColl / Lacey Martin / Lori Terry / Mercedes Joseph

Use Case Name: Processing Noncompliant Businesses
Level: User Goal
Description: A Business / Business Owner have been found in non-Compliance with their Business License. Including but not limited to nonpayment of fees, business practices, and unlicensed business operation. This Use Case walks through where complaint has been filed, and a Business and/or Person has been found in non-compliance.
Precondition: a Business and/or individual Person has been found in non-compliance of their Business License
Primary Actor: Special Agent / Agent / Admin (hereinafter the User)
Secondary Actor: The System
Third Actor: Business Owner / Person
Fourth Actor: Manager
Related Use Case(s): BL24-01 HO-Processing for HO Meeting BL15-02 Complaint – Processing a Complaint BL22-01 Unlicensed Business Discovery BL29-03 Civil Penalty BL13-01 Creating an Agenda Item
Success:

Actor	System	Rate
1. The User is able open record within workbasket	2. The System allows the User to access the record and view all information regarding the same	
3. The User is able to generate a form letter informing of noncompliance	4. The System prepopulates all location and person (and Business if applicable) informationto the template	
	5. The System displays the form for confirmation	
6. The User is able to confirm the notification and submit for printing	7. The System applies an electronic signature of the User, and commits the document as an attachment within the record and displays the form for printing	
8. The User sends out the form, outside of the System	9. The System allows the User to schedule a follow-up date within the complaint	
	10. The System creates a calendar and task entry within the User's work calendar	
	11. The System notifies the User on the scheduled date, of the follow-up	
12. The User found the Business Owner / Person in compliance and updates the status of the Complaint to the same	13. The System commits the updates entered and requests to close the Complaint	
14. The User is able to select to close the	15. The System reassigns the Complaint to the	

Complaint and reassign to a specific Manager for approval	specific Manager and notifies them of the same, a new record in their workbasket	
16. The Manager is able to view the Complaint, all attachments and information	17. The System allows the Manager to Approve to close the Complaint	
	18. The System commits the status update to closed	
	19. The Complaint remains searchable within the System	
Alternate Path 1:		
At step 19, where the Complaint was filed regarding a Business, the Complaint remains attached to the license		
Alternate Path 2:		
At step 12, where the Business/Person has been found to yet not be in Compliance, the Agent may continue see **Alternate Path 5**.		
Alternate Path 3:		
Where the Business / Person yet owe fees, see Use Case **Collections Process.**		
Alternate Path 4:		
At step 3, where the non-compliance stems from a potential unlicensed business yet operating, the Agent is able to schedule a date that they will be making a field visit to the business location, confirming operations.		
Alternate Path 4a:		
The System allows the User to enter a calendar date categorized as a field visit within the record, and syncs the calendar with their work calendar creating a task item for the same. The System sends a notification on the date of the scheduled visit.		
Alternate Path 4b:		
Where the field visit shows that the business is non-compliant, the Agent is able to generate a letter notification of non-compliance via mobile device, while onsite. The mobile device allows the Business Owner to sign the notification, showing receipt. The System pre-populates all information entered regarding the location and Business / Persons.		
Alternate Path 4c:		
Where the Business Owner / Person is not present during the field visit, the Agent is able to print and mail out a notification of non-compliance letter.		
Alternate Path 4d:		
A notification of non-compliance letter is attached to the Complaint assigned to the Agent, within the System.		
Alternate Path 4e:		
Where the Business Owner remains in Non-Compliance, See **Alternate Path 5**.		
Alternate Path 5: NOV		
The Agent is able to create a NOV for the Business / Person. The System is able to prepopulate the form with the Business / Person information and the User is able to apply a court date to the form. The User is able to generate the NOV via a mobile device acquiring a Business / Person's signature confirming receipt of the same. The User is able to email and/or print the NOV while onsite or from the office.		
Alternate Path 5a:		
The System allows the User to enter a timeframe for the Business/Person to be compliant with		

the NOV form, and to select the type of violation. The System allows the User to request to receive a notification of the deadline date for the Complaint.	
Alternate Path 5b:	
Where the Business Owner remains in Non-Compliance, See **Alternate Path 6.**	
Alternate Path 6: Citation	
The Agent is able to create a Citation for the Business / Person. The System is able to prepopulate the form with the Business / Person information and the User is able to apply a court date to the form. The User is able to generate the Citation via a mobile device acquiring a Business / Person's signature confirming receipt of the same. The User is able to email and/or print the Citation while onsite or from the office.	
Alternate Path 6a:	
The System allows the User to enter the scheduled court date.	
Alternate Path 6b:	
The User is able to create a Court Package containing all Business / Person information. The Package consists of User selected templates, forms and information prepopulated from the Complaint record and / or Business.	
Alternate Path 6c:	
The User is able to enter and update the Complaint with the Court's decision. Continue step 12.	
Alternate Path 6d:	
Where the Business Owner remains in Non-Compliance, See **Alternate Path 8.**	
Alternate Path 7: Civil Penalty	
The Agent is able to create a Civil Penalty for the Business/Person. The System is able to prepopulate the form with the Business / Person information. The User is able to generate the Civil Penalty via a mobile device acquiring a Business / Person's signature confirming receipt of the same. The User is able to email and/or print the Civil Penalty while onsite or from the office. Refer to Use Case **HO-Processing a HO Meeting.**	
Alternate Path 7a:	
The User is able to enter and update the Complaint with the Hearing Officer's decision. Continue step 12.	

Business Rules:

1. Where there is a set timeframe to be compliant, the System notifies the User on the deadline date.
2. At any time during the process, the User has the option of create an action entry(comments) creating a time stamp of the User, date and time of entry.
3. The User is able to view a history of all action entry time stamps for traceability.
4. At Alternate Path 4b / 5 / 7, the User is able to edit specified sections of the templates, customizing the correspondence to the Business Owner/Person. Including but not limited to entering paragraph text and editing text within the template.
5. At Alternate Path 4b / 5 / 7, where the User made text edits to specific forms, the User is able to reassign the Complaint/Record to a Manager for approval of text. Once approved the Complaint is reassigned to the User for printing and mailing.
6. At Alternate Path 4b, a Business Owner / Person signature is not required but desired.
7. The User may select the specific and/or order of violation notification. (i.e. The User may select to create a Citation and not a NOV)

Design:

Security Requirement(s):

Data Retention:

Search Criteria:
Comments:

Dept Name: Business License
Process Name: Audit - Non-Compliance
Use Case Number: BL29-02
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Processing Noncompliant Businesses for Audit
Level: Goal
Description: A Business that has been Audited has not paid their fees due and it is past 75 days, the Asst Audit Manager has several steps that can be filed with Clark County against the Owner in order to mandate that the Business pays their fees owed. This Use Case walks through the process after an Audit has been completed and there are fees remaining due.
Precondition:
Primary Actor: Asst Audit Manager
Secondary Actor: The System
Third Actor: Business Owner
Fourth Actor:
Related Use Case(s): BL24-01 HO-Processing for HO Meeting BL15-02 Complaint – Processing a Complaint BL22-01 Unlicensed Business Discovery BL29-03 Civil Penalty BL13-01 Creating an Agenda Item BL14-06 Audit – Audit Collections
Success:

Actor	System	Rate
1. The Asst Audit Manager is able open record within workbasket	2. The Systems allows the Asst Audit Manager to access the record and view all information regarding the same	
3. The Asst Audit Manager is able to generate a form letter notifying the Business of noncompliance	4. The System prepopulates all Audit, location and Business information to the template	
	5. The System displays the form for confirmation	
6. The Asst Audit Manager is able to confirm the notification and submit for printing	7. The System displays the form for printing and commits the document as an attachment within the record	
8. The Asst Audit Manager sends out the form, outside of the System	9. The System allows the Asst Audit Manager to schedule a follow-up date within the record	
	10. The System creates a calendar and task entry within the Asst Audit Manager's work calendar	
	11. The System notifies the Asst Audit Manager on the scheduled date of the follow-up	
12. The Business Owner has made payment	13. The System notifies the Manager where the specific Audit's fees due have been brought to zero	
14. The Manager is able to view all fees		

paid		
15. The Manager is able to select to close the Audit	16. The System allows the Manager to approve to close the Audit	
	17. The System commits the status update to closed	
	18. The Audit remains searchable within the System	
Alternate Path 1:		
At step 12, where the Business has been found to yet not be in Compliance, the Manager may continue see **Alternate Path 2**.		
Alternate Path 2: NOV		
The Asst Audit Manager is able to create a Notice of Violation for the Business. The System is able to prepopulate the form with the Business information. The Asst Audit Manager has the option to generate the Citation via a mobile device acquiring a Business's signature confirming receipt of the same. The Asst Audit Manager is able to email and/or print the Notice of Violation while onsite or from the office.		
Alternate Path 2a:		
The System allows the Asst Audit Manager to enter a timeframe for the Business to be compliant with the NOV form, and to select the type of violation. The System allows the Asst Audit Manager to request to receive a notification of the deadline date.		
Alternate Path 2b:		
Where the Business Owner remains in Non-Compliance, See **Alternate Path 3.**		
Alternate Path 3: Director Meeting / Board Meeting		
The Asst Audit Manager is able to create a pre-populated form requesting a Mandatory visit by the Business with the Director of Business License and/or Board Meeting. Refer to Use Case **Create An Agenda Item**.		
Alternate Path 3a:		
The Asst Audit Manager is able to reassign the Audit to the Audit Admin for scheduling.		
Alternate Path 3b:		
Where the meeting is with the Director, the Package is generated and printed for presentation to the Director.		
Alternate Path 3c:		
The Asst Audit Manager is able to enter the Director's ruling and any additional information including but not limited to an assigned timeframe for the Business to be compliant.		
Alternate Path 3d:		
Where the Business Owner remains in Non-Compliance, See **Alternate Path 4.**		
Alternate Path 4: Citation		
The Asst Audit Manager is able to create a Citation for the Business. The System is able to prepopulate the form with the Business information and the Asst Audit Manager is able to apply a court date to the form. The Asst Audit Manager is able to generate the Citation via a mobile device acquiring a Business's signature confirming receipt of the same. The Asst Audit Manager is able to email and/or print the Citation while onsite or from the office.		
Alternate Path 4a:		
The Asst Audit Manager is able to create a Court Package containing all Business information. The Package consists of Asst Audit Manager selected templates, forms and information prepopulated from the Audit record and / or Business.		

Alternate Path 4c:	
The Asst Audit Manager is able to enter and update the Audit with the Hearing Officer's decision. Continue step 12.	
Alternate Path 4d:	
Where the Business Owner becomes compliant prior to the Hearing Officer date, the Manager may request to close the Audit. Continue step 12.	
Alternate Path 4e:	
Where the Business Owner remains in Non-Compliance, See **Alternate Path 5.**	
Alternate Path 5: Civil Penalty	
Refer to Use Case **Civil Penalty**	

Business Rules:

1. Where there is a set timeframe to be compliant, the System notifies the User on the deadline date.
2. At any time during the process, the User has the option of create an action entry (comments) creating a time stamp of the User, date and time of entry.
3. The User is able to view a history of all action entry time stamps for traceability.
4. For NOV's, a Business Owner signature is not required but desired.
5. The User may select the specific and/or order of violation notification. (i.e. The User may select to create a Citation and not a NOV)
6. The Asst Audit Manager is able to view all Citations by License, address and parcel.
7. All previous violations are viewable via link within the License.

Design:

Security Requirement(s):

Data Retention:

Search Criteria:

Comments:

Dept Name: Business License
Process Name: NonCompliance
Use Case Number: BL29-03
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Filing a Civil Penalty		
Level: User Goal		
Description:		
Precondition: The User is requesting to file a Civil Penalty to a Business		
Primary Actor: Auditor / Agent (hereinafter User)		
Secondary Actor: Asst Audit Manager / Special Agent Supervisor (hereinafter Manager)		
Third Actor: Director		
Fourth Actor:		
Related Use Case(s):		
Success:		
Actor	**System**	**Rate**
1. The User requests to create a Civil Penalty	2. The System verifies that the record has an attached Notice of Violation	
	3. The System prepopulates the form letter for a Corrective Action for management Review	
	4. The System displays the form for User review and submitting	
5. The User is able to submit the form	6. The System commits the form and reassigns to the designated Manager for review and approval process	
	7. The System notifies the Manager of the same	
8. The Manager is able to view the record and all information regarding the same	9. The Manager is able to approve the form	
10. The Manager is able to select the form and select additional documents and/or information for print	11. The Systsem displays the requested information for submitting	
12. The Manager is able to select to print	13. The System commits the requested information as a package and prints the same	
	14. The System attaches the package to the record	
15. Refer to Use Case HO-Processing for HO Meeting		
Alternate Path 1:		
1.1 At step 2, where the record does not have an attached NOV, the System displays the same notifiying the required document prior to creating a Civil Penalty notification.		
Business Rules:		
Design:		
Security Requirement(s):		
Data Retention:		
Search Criteria:		
Comments: In step 2, the 'Record' refers to the apply to the Audit and / or the Business License.		

Dept Name: BL
Process Name: Web Services
Use Case Number: BL31-01
Created by (BA/BL/SME): Miranda Richardson

Use Case Name: Manage my Account		
Level: User-Summary		
Description: The Business Owner is able to access their Manage my Account and maintain their business licenses. There is one profile per business owner. This Use Case is drafted from the requirements document.		
Precondition: Business Owner has an account		
Primary Actor: Business Owner		
Secondary Actor: The System		
Related Use Case(s): BL03-01 New Business License App-All BL06-02 Renewal-Processing a Renewal BL09-02 Daily Reconciliation-Pymt Processing Online BL10-01 Out of Business-Placing Business OB-OB Initiated BL14-08 Refund Process Use Case BL15-01 Complaint-Creating a Complaint		
Success: Update in System of changes made		
Actor	**System**	**Rate**
1. Applicant follows the appropriate steps to access the online application via an internet browser	2. The system displays the login interface	
3. Business owner is able to enter their login and password	4. The System displays the business owner dashboard for managing their account	
Alternate Path 1:		
At step 4, the System displays alerts for any new issues or deadlines regarding a specific license for the Business Owner to access.		
Alternate Path 2:		
At step 1, the Business Owner is able to request to reset the password from the login.		
Alternate Path 3:		
The system should allow the users to check their License application status **after** the user has submitted the application.		
Alternate Path 4:		
The system should allow the users to view their application status. The system should display the workflow state of the application (i.e. 'Pending Zoning Review') and where they are in the workflow (e.g., step 2 of 5).		
Alternate Path 5:		
The system shall support Internet licensing capable of retrieving and updating files, records and fields in the same manner and under the same circumstances as with applicants who apply through a Business License Technician (BLT).		
Alternate Path 6:		
The system shall display the licensing profile and payment fee history for each type of license per DBA. The system should pull the UDF history per renewal date by license.		
Alternate Path 7:		
Where the Business Owner information is not the same Business Owner on file, the Business Owner is notified of same and is not allowed to register the license. The Business Owner is notified to contact the CCBL to address any needed changes.		
Business Rules: • A business may complete the Out of Business form online via their My Account manager profile.		

- A business may view and pay their renewal/past due amounts via their online My Account manager profile.
- A business owner is able to view monies paid and monies due for all licenses within their ownership.
- The business owner may request to link their businesses, via sending a request to the Business License where the business owner has multiple businesses and they are currently not linked to the Business Owner.
- The Business Owner may opt-in to email notifications for status updates.
- The Business Owner may select the preferred method of contact.
- User is automatically logged out after a predetermined amount of inactive time within the profile requiring the user to log back in.
- Upon closing the current session by the User, the User is required to log back in to access information.
- For any payments, the system should display a receipt containing the Licensee information, Licenses paid for, Total amount and Business License number to the user after their payment is complete. The user should be able to print the receipt for their records.
- The system shall provide the customer with a confirmation number for any payments once the payment has been received. A unique confirmation number will be generated and stored with the customer's account information.

Design:

1. The system shall provide shopping cart functionality, i.e., the ability to access the shopping cart before the payment session, including, but not limited to:
   - Removing items in the cart;
   - Adding items to the cart;
   - View license applicant information (information that will be associated with the license);
   - License / category description(s);
   - Total fee amount.

Contact Information:
User can View / update / change the following information on their account:

- Change their e-mail address;
- **Change their username;**
- Change their password;
- Change mailing address;

Functionality:

- View license and fee history;
- View application status;
- Pay any outstanding license application fees;
- Create new application;
- Register additional licenses;
- Renew licenses;
- Complete/submit specific forms;
- Request to be placed Out of Business;
- Manage Payment Plan structured fees due;
- Withdraw their application;
- Request a refund – See Use Case **Requesting a Refund**
- Business Owner is able to request an duplicate license from Manage my Account;
- Where Business Owner license is a MultiJurisdiction license and Clark County is the primary county, Business Owner may request duplicate license. If Clark County not primary, the Business Owner is referenced to their primary jurisdiction;
- Where Business Owner is current in fees, and license status ACTIVE, Business Owner may print PDF

Renewal License for current period;
Security Requirement(s):
Data Retention:
Search Criteria:
Comments: Registration will incompass interaction with the password management database, license database and however the profile management data storage will be kept. This is not in creation to date.