Use Cases Draft October 8 2013

UC #	Use Case Description	Actors	
1	Form a WA Organization	Professional or Non-professional	
2	Reserve Name	Professional or Non-professional	
3	Register a Non WA Organization	Professional or Non-professional	
4	Register a Name	Professional or Non-professional	
5	Registered Agent Appointed Without Consent	Registered Agent	No fee
6	Implement Merger	OSOS Employee	
7	Subscribe to Changes in an Organization	Anyone	No fee
8	Review your organizations	Professional or Non-professional,	
9	Renew / Annual Report	Professional or Non-professional	
10	Resign as Registered Agent	Registered Agent	No fee (currently there is a fee)
11	Withdraw as Management/ Partner	OSOS only	No fee
12	Voluntary Dissolve	Professional or Non-professional	No fee
13	Request Clearance Certificate	Professional or Non-professional	
14	Request Certified Copy of filings	Anyone	

15	File Trademark	Professional or Non-professional	
16	Record Summons or Complaint	OSOS Employee	
17	Request Apostille	Anyone	
18	Universal search	Anyone	
19	Conversion	OSOS Employee	
20	Transfer a Name	Professional or Non-professional	
21	Register as a Charitable Organization	Professional or Non-professional	
22	Create Other Organization	Professional or Non-professional	
23	Register a Fund Raising Organization	Professional or Non-professional	
24	Charitable Organization Renewal	Professional or Non-professional	
25	Reserve Trademark	Anyone	
26	Revocation of Dissolution	Professional or Non-professional	
27	Amend and Restate	Professional or Non-professional	

Sub Use Cases

UC #	Use Case Description	Notes 1	Notes 2
A	Login	Each user will have their own login. No relationship with Organizations	
B	Calc Fees		
C	Accept Payment	CC, or ACH	
D	Change your communication preferences		No fee
E	Name a new Registered Agent		No fee
F	Provide to user a document image		
G	Change Elected Options		
H	Notify Unregistered Organizations		
I	Name a Manager		
J	Notify on Change		
K	Submit Amendment Attachment		No fee
L	Process Refund		
M	Notify for consent		No fee
N	Notify for renewal		No fee
O	Notify for delinquency		No fee for notify, but there are delinquency fees
P	Merge two Organizations		
Q	Submit Conversion		
R	Submit Fund Raising Contract		No fee

S	Submit Charitable Financials		No fee
T	Name Validation	Must be available and consistent with entity type	No fee
U	Suppress Name	For witness protection etc	
V	Change Place of Business	Allow to add or remove places	No fee
W	Cure Delinquency		
X	Effective Date Selection	Allow users to nominate effectivity date	No fee
Y	Fund Raiser Addendum	Add extra information needed for fund raisers	
Z	Combined Fund Drive		

1 – Form WA Organization

Use Case #	1
Use Case Name	Form a WA Organization
Use Case Desc	This use case is used to form any kind of domestic organization. In the flow the UI will ask what type of organization which may add some additional fields and invoke some additional rules
Primary Actor	– Professional or Non-professional
Precondition	None
Trigger	This is triggered by the person desiring to set up the organization
Basic Flow	There is an optional login button which can be used at any time. The login button will give access to the user's account, and credit card information, and also all addresses the user has historically used associated with themselves. (These will only be visible when they get to address sections) Ask the user what type of organization they are forming/registering (for Charities; Trusts; Fundraisers)(have some disclaimer to talk to an accountant and or a lawyer and point to the RCWs and WACs that are appropriate) The choices will include simple choices (Corp v. LLC v. Partnership v Trust) as well as compound choices (for instance Employee Cooperative which is really Corp + Non Profit + Employee Cooperative, but the user won't see that) Invoke Sub Use Case T to validate proposed entity name. They can pick up a reserved name that they had previously reserved. (use case 20): No name validation for Charities; Trusts; Fundraisers Default today's date to effective date. Have a button/ link to Use Case X "Set Effectivite Date" is effective date (incorporation date) different? Use Case X does not apply to Charities; Trusts; Fundraisers Ask for primary place of business. Primary place of business is validated to be a physical address in State of Washington. Store lat/long and reformatted physical address in the browser memory / cookies or shopping cart until posting time. See business rules for Charities; Trusts; Fundraiser on this topic of address. Ask for business mailing address. (default to same) Use Use Case D to set the communication preferences for the company itself. Ask for tenure (use use case X "Set EffectiviteDate(Enity, "To")" not a number of years Use Use Case E to setup Registered Agent/PersonResponsible (Charities; Trusts;

	Fundraisers) If Type = Partnership (LP or LLLP only) then ask for name, address, signature of all general partners for LLP ask for number of partners Use Use Case I to set up Management Use Use Case D to verify or set the communication preference for the person executing this filing. If the Type = Corporation, ask user for classes of shares (“common” and “preferred” are the only current types, but presumably others are possible) and the number of shares authorized for each. Validate that they are integers >=1 Depending on the type of entity (but why not do it for all) ask the purpose of the business. Ask but don’t reject if LP ”any lawful purpose” doesn’t have a “powers” purpose. No profit get from the list (multiple check box) Allow submission (upload) of articles of incorporation/Trust Instrument and supporting documents, have them supply a title to the document, and make sure it is Word, PDF or plain text (in order to scan and redact) Provide character space for additional paragraphs or sections. Support bulk filing via data for super users. If Mass Trust check boxes for real estate. If a FundRaiser invoke Use Case Y “Additional information for Fund Raiser” If “Charitable” or “Trust” supply exempt status (501c3 or 501xx or xxx) and have them supply IRS letter to that effect. Are they tax exempt; what type of exemption; if they are (501c3 or 501xx or xxx) then upload IRS letter A Charitable Organization that has not yet submitted their financials (because they are new for instance) will be on the list. Recommend dropping asking for county, we can get that from geocoding If LLC ask if managed by members or managers (if they are member managed they must list members, if manage managers they list managers) members = owners Calc Fee via Use Case B Pay filing fee via Use Case C On submit come back with the filed document (with UBI, seal etc)

	And system will persist this document to document management Users who have a login will have their progress saved if they exit mid use case.
Alternate Flow	
Postcondition	The new entity is set up in a filed status Allow partial apps to be written to the a shopping cart, expire 60 days A registration record is set up, connected to the new entity, with a UBI/Registration number
Sub use cases	20,T, X, D, E, I, B, C, Y
Shared Services	GeoCode.validatePhysicalAddess(address, scope = “WA”) – return lat/long and reformatted physical address, and county DocumentManagement.acceptDocument(document, entity, doctype, title) DocumentManagement.acceptDocument(document, entity, doctype= “IRS Exemption” , title) IdentityManagement.createNewUBI(entity,entityType, action=”newRegistration) returns UBI number (which it gets from DOR)

2 – Reserve Name

Use Case #	2
Use Case Name	Reserve Name
Use Case Desc	Allows a user to reserve a company name for use in WA
Primary Actor	Professional and Non-professional
Precondition	none.
Trigger	
Basic Flow	Use use case T to validate name Need to login in order to get the name later. If accepted supply requestor name and address and email (if not logged in, if logged in take from user profile) Use use case B to calc fee Use use case C to pay
Alternate Flow	
Postcondition	Use has a 180 day hold on that name. These will be included in name searches
Sub use cases	
Shared Services	IdentityService.addName(reservedName, reserving Person, effectiveToDate = today +180 days)

3 – Register a non-WA Organization

Use Case #	3
Use Case Name	Register a non-WA Organization
Use Case Desc	This use case is used to register any kind of foreign organization. In the flow the UI will ask what type of organization which may add some additional fields and invoke some additional rules. This is very similar to a domestic filing. There will be some rule differences, and in a foreign we don't literally create a new entity, but we create a reference to the entity from the home state, and set up the WA registration.
Primary Actor	Professional and Non-professional
Precondition	None
Trigger	This is triggered by the person desiring to do business/solicit in WA
Basic Flow	Only note the differences to 1 as we discover them. Need to ask what the legal business name is. Charities does not request 'legal' name We should check to see if it's available in WA (using T). If it isn't we should ask them for a DBA in WA name, and run use case T again. Can pick up either a reserved name or a registered name Ask them to attach Certificate of Existence from home state. (Future extension would be to do the integration) Primary business address need not be in Washington Ask for physical address where records are kept (check with GeoCoding service) Supply original incorporation (or partnership formation) date. Supply date began doing business in WA (could trigger past due fees)
Alternate Flow	
Postcondition	The new entity is set up.
Sub use cases	T, X, D, E, I, B, C

Shared Services	GeoCode.validatePhysicalAddess(address, scope = “Any”) – return lat/long and reformatted physical address DocumentManagement.acceptDocument(document, entity, doctype, title) DocumentManagement.acceptDocument(document, entity, doctype= “IRS Exemption” , title)

4 – Register Name

Use Case #	2
Use Case Name	Register Name
Use Case Desc	Allows a foreign organization to register its name
Primary Actor	Professional or Non-professional
Precondition	none.
Trigger	
Basic Flow	Use use case T to validate name Need to login in order to get the name later. If accepted supply requestor name and address and email (if not logged in, if logged in take from user profile) Need to attach the certificate of existence from home state Use use case B to calc fee Use use case C to pay
Alternate Flow	
Postcondition	Use has hold through end of current calendar year on that name. This is renewable between Oct 1 – Dec 31.
Sub use cases	
Shared Services	IdentityService.addName(reservedName, reserving Person, effectiveToDate = today +180 days)

5 – Registered Agent Appointed Without Consent

Use Case #	5
Use Case Name	Registered Agent Appointed Without Consent
Use Case Desc	If someone has nominated you as a registered agent without your consent, this use case allows you to be removed from the record as the Registered Agent.
Primary Actor	Registered Agent
Precondition	Registered Agent discovers they have been appointed without consent
Trigger	Someone will have named you as a registered agent for an entity. You will be notified (preferably by email) and given instructions for how to resign (Use Case __) or how to declare that you were appointed without consent (this Use Case, 5)
Basic Flow	If you received an email notification stating that you have been designated as an entity's RA, it will have a link that will put you straight into the system. This use case will also show your default communication preferences (which are either those you have set up in your communication preferences, or if you have been nominated they will default to the physical address that was entered for you). You may chick on "change communication preferences" to change your default, or you can change your preferences for this organization. For instance if you are an RA for many organizations when a new one nominates you, you could indicate a different email for these reminders. If you say you were appointed without consent, the system will out date your record. This will then trigger a notification to the entity and their timeline (60 days) for update of RA will kickoff and may eventually result in an administrative dissolution if not cured.
Alternate Flow	
Postcondition	
Sub use cases	A login
Shared Services	

6 – Implement Merger

Use Case #	6
Use Case Name	Implement Merger
Use Case Desc	Implementing a merger in our system
Primary Actor	OSOS Employee
Precondition	
Trigger	Someone has requested the merger
Basic Flow	There will be a special form that allows us to lookup the acquiring company, then look up the UBI/EIN of the to-be-acquired company (some of the companies involved may not have a UBI). Check that they meet requirements for merger and then press a button, which does these things: • Creates a temporal ownership link between the two (company A as of xxx date owns company B) • Company B's Effective To Date is set to the merger date • Merger Effective Date may be date of filing or may be delayed up to 90 days • There may be more than two companies involved. There will be a place to upload the merger document
Alternate Flow	
Postcondition	The surviving entity now owns the non surviving one. The non surviving one still exists, but the EffectiveTo date is now set to the Merger date. OSOS Employee will calculate fees.
Sub use cases	A login, K submit attachment
Shared Services	

7 – Subscribe to Changes in an Organization

Use Case #	7
Use Case Name	Subscribe to Changes in an Organization
Use Case Desc	Allows the general public to subscribe to any org they want to be notified when it changes
Primary Actor	Public
Precondition	Entity exists (it can even be inactive) and requested change is public record
Trigger	
Basic Flow	User finds organization, clicks subscribe button and supplies either his account id (if set up in the system) or email address for anonymous.
Alternate Flow	
Postcondition	There will be a subscription record attached to the entity record.
Sub use cases	
Shared Services	

8– Review Your Organizations

Use Case #	8
Use Case Name	Review Your Organizations
Use Case Desc	This allows you to look at all the information for all the organizations you are affiliated with
Primary Actor	Professional and Non-professional
Precondition	
Trigger	None, this is just if you want to review status
Basic Flow	You will have to login to do this operation using use case A The system will find every entity that you are connected to either because you are currently a registered agent for them, or that you are currently on the board, a director or officer of them or ResponsiblePerson… For each entity, the system will show a summary of the company, its name and address, its registered agent/ResponsiblePerson, its elected options and a link to its management. It will allow you to change your elections via use case G There will also be a link that will allow you to review filed documents for the firm if public record.
Alternate Flow	
Postcondition	
Sub use cases	A login, G
Shared Services	

9– Renew/Initial or Annual Report

Use Case #	9
Use Case Name	Renew / Initial or Annual Report
Use Case Desc	For Corps this is the initial or annual report, for some entity types there is extra information to supply annually. For Charities; Fundraiser; Trust this is renewal.
Primary Actor	Professional and Non-professional
Precondition	You have a new entity or an entity in good standing that is coming up to its anniversary/renewal date.
Trigger	This may be triggered by a notification, but it need not be. It could be from use case 1 Forming an Organization or 8 Review your Organizations or neither.
Basic Flow	You will have to login to do this operation using use case A The system will find every entity that you are the PersonInCharge/ResponsiblePerson for and that are approaching their due date/renewal date. If you receive an email, this will point you at the specific entity that is expiring. The system will show you: • Company name and UBI/Registration Number • Company mailing address • Company primary place of business • Registered Agent/ResponsiblePerson Name and Registered Agent/ResponsiblePerson Physical Address • It will also show a list of current management/ directors/ general partners/trustees • And a list of current places where you solicit (for Charities; Fundraisers; Trusts) • Nature of business/Charitable Purpose (use NAIC/NTEE codes) For some entity types it will ask for additional information It will allow you to change any of this other than the name and UBI You then approve it, Use Case B calcs the fee and Use Case C collects the payment

Alternate Flow	
Postcondition	
Sub use cases	A,B,C
Shared Services	

10– Resign as Registered Agent

Use Case #	10
Use Case Name	Resign as Registered Agent
Use Case Desc	A registered agent can Resign their services for an entity they represent
Primary Actor	Registered Agent
Precondition	You are the agent of an entity.
Trigger	Typically not triggered
Basic Flow	You will have to login to do this operation using use case A The system will show you all the entities that you are the registered agent for. By checking a check box you can resign your post. It will also allow you to supply an effective date (up to 30 days in the future, not in the past) The system will outdate your temporal relationship with the entity. The system will notify the managers of the entity that they no longer have a registered agent Must request all information specified in the statute, such as name – see business rules for details.
Alternate Flow	
Postcondition	Registered Agent relationship is outdated
Sub use cases	A login
Shared Services	Should notification be a shared service, or a trigger? EmailNotification.sendNotice(Entity.Managers(message=”RA resigned”)

11– Disassociation as a Partner

Use Case #	11
Use Case Name	Disassociation as a Partner
Use Case Desc	A partner can resign from entity partnership
Primary Actor	Partner
Precondition	You are a partner in an entity
Trigger	Typically not triggered
Basic Flow	You will have to login to do this operation using use case A The system will show you all the entities that you are a manager, director or partner. There will be a checkbox next to your partnerships. By checking a check box you will be removed. It will also allow you to supply an effective date. Upload required. The system will outdate your temporal relationship with the entity. The system will notify the other partners of the entity. See rules for Disassociation 25.05.310 or 25.10.531
Alternate Flow	
Postcondition	You will no longer be listed as a partner as of the effective date
Sub use cases	A login
Shared Services	Should notification be a shared service, or a trigger. EmailNotification.sendNotice(Entity.Managers(message=”RA resigned”)

12– Voluntary Dissolve/Closure or Revocation

Use Case #	12
Use Case Name	Voluntary Dissolve/Closure or Revocation
Use Case Desc	A manager, director or partner can indicate either that the entity no longer exists or no longer does business/solicits in WA
Primary Actor	Professional or Non-professional
Precondition	You are a manger, director or partner in an entity
Trigger	Typically not triggered
Basic Flow	You will have to login to do this operation using use case A The system will show you all the entities that you are a manager, director or partner. You can indicate either that the entity has gone out of existence or no longer required to register (for Dissolution/Closure), or for foreign entities you can indicate that they no longer have a nexus in WA (Revocation). You can supply an effective date up to 30 days from today for Non-profits; 90 days for Profits; no delay for Charities For many entity types the system will require a clearance certificate, which can be requested through use case 13 The system will notify the other managers of the entity, and the RA.
Alternate Flow	
Postcondition	As of the effective date, the entity will no longer show up on active entity reports Send a conformed copy/confirmation letter of the filing to the submitter
Sub use cases	A login 13 Request Clearance Certificate
Shared Services	Should notification be a shared service, or a trigger. EmailNotification.sendNotice(Entity.Managers(message=”RA resigned”)

13– Request Clearance Certificate from DOR

Use Case #	13
Use Case Name	Request Clearance Certificate from DOR
Use Case Desc	In order to shut down many types of entities we need a clearance certificate to make sure there are no unpaid taxes and the like.
Primary Actor	Professional or Non-professional; DOR
Precondition	You are a manager, director or partner in an entity
Trigger	Often a voluntary dissolution is the trigger to this
Basic Flow	You will have to login to do this operation using use case A The system will show you all the entities that you are a manager, director or partner. You can request a clearance certificate for any entity you are involved with. If this is a corp we could route them to the request page on DOR.
Alternate Flow	
Postcondition	
Sub use cases	A login
Shared Services	

14– Request Certified Copy of filings

Use Case #	14
Use Case Name	Request Certified Copy of filings
Use Case Desc	Anyone can request a certified copy of any filing that is public record
Primary Actor	Professional and Non-professional
Precondition	None
Trigger	None
Basic Flow	You do not need to log in to do this, but it does require payment Select the entity (via a search box that accepts either UBI, Registration Number, FEIN, or company name google like in one box) After selecting the one you want, select the certified document you want. Indicate whether you want it: • Electronic/real time • Emailed • Mailed • Fed Exed And supply the appropriate address. (if you had logged in, you could choose from one of your addresses) If electronic: There will be a cover sheet which is the certificate, which will indicate what is following and number of pages, then the documents (unaltered from their original filing). Perhaps we should have a closing document to indicate the end of the stack. Desire a certification number that can then be referenced on our website for authenticity. In advance of disseminating the original filing, when necessary redaction should occur. Use Case B and C to price this and check you out.
Alternate Flow	

Postcondition	
Sub use cases	Optional A login
Shared Services	OutboundCoorespondance.SendCertifiedCopy(toPersonAddress, format, documentType, entity, date (if more than one))

15– File Trademark

Use Case #	15
Use Case Name	File Trademark
Use Case Desc	Anyone can file a trademark.
Primary Actor	Professional and Non-professional
Precondition	Trademark must be in use in advance of registration
Trigger	None
Basic Flow	You do not need to log in to do this, but it does require payment Need to select the categories (classifications) for the trademark Record the owner of the trademark, could be an individual or an entity. Upload the trademark examples And supply the appropriate address. (if you had logged in, you could choose from one of your addresses) Use Case B and C to price this and check you out (price is based on the number of categories you selected)
Alternate Flow	
Postcondition	We may need to send this to human queues to adjudicate whether it is similar to something that already exists; if trademark request is rejected because the requested mark already exists, a refund will be issued.
Sub use cases	Optional A login
Shared Services	DocumentManagement.acceptDocument(document, entity, doctype= “Trademark Example” , title)

16– Request Summons or Complaint

Use Case #	16
Use Case Name	Request Summons or Complaint
Use Case Desc	This is the use case for when a summons or complain is received
Primary Actor	OSOS only
Precondition	None
Trigger	None
Basic Flow	Received by mail (including inter-office)/currier/front counter and occasionally email. Suppose to receive two copies. Make an update in system of: summons number (system generated); Date Accepted; Against Corp; Plaintiff Last and First Name; Defendant Last and First Name; File Remarks. Documents (both copies) are stamped as filed and 2nd copy is filed by OSOS. 1st copy is mailed by OSOS to Defendant via certified mail. Confirmation Letter, created based upon business rules, is mailed (standard postal service) to the party who sent summons and complaint to OSOS, which is not always the summoning party.
Alternate Flow	
Postcondition	We will send this to human queues to process
Sub use cases	Use case B and C
Shared Services	DocumentManagement.acceptDocument(document, entity, doctype= “summons” , title)

17– Request Apostille/Certificate of Authentication

Use Case #	17
Use Case Name	Request Apostille/Certificate
Use Case Desc	This is the use case to request an apostille be issue
Primary Actor	Professional and Non-professional
Precondition	Original documents must be notarized or certified by Washington State Public Official
Trigger	None
Basic Flow	Documents are received in original form. Signature is verified. Apostille/Certificate of Authentication is issued with Apostille/Certificate number. Use case B (per Apostille for country party to the HAAG Convention or Certificate for another state or country not party to HAAG Convention). Use case C for payment. Update system with Apostille/Certificate number; Requestor Name; Requestor Address; Requestor Phone; Type of Document; Receipt Method (mail/counter); OSOS Issuer; Issue Date; Country; Payment
Alternate Flow	
Postcondition	We may need to send this to human queues to process
Sub use cases	
Shared Services	DocumentManagement.acceptDocument(document, entity, doctype= “apostille” , title)

18– Universal Search

Use Case #	18
Use Case Name	Universal Search
Use Case Desc	A single "google like" box where you can type in any kind of partial or complete identifier and the system brings up whatever matches or closely matches
Primary Actor	Professional or Non-professional
Precondition	None
Trigger	None
Basic Flow	Enter a string, hit search The system will look in these places: • Identity management for name, the concatenated name, dba names, UBIs, Registration Numbers, FEINs • Also will look for personal names of managers or registered agents or ResponsiblePerson • Will look for transaction ids Returns a table with the type of the thing found (entity/transaction/person/filing) and a short description, and a link to "go to that entity" We want a google-like search return so that they can see what we do have and click on whatever interests them.
Alternate Flow	
Postcondition	
Sub use cases	
Shared Services	IdentityManagement

19– Conversion

Use Case #	19
Use Case Name	Conversion
Use Case Desc	This use case implements what most users would feel like was a major change to the nature of their company. Changing from a For-Profit to a Non Profit, or changing the jurisdiction of your company would be in this category. So would changing from a partnership to a corporation. Some of these changes are bigger deals internally but we should shield the user from that.
Primary Actor	Professional or Non-professional or OSOS employee on behalf of the user
Precondition	None
Trigger	None
Basic Flow	User finds their company. They indicate that they would like to “convert” and the system gives them available options (based on rules) If they select one, they need to submit the appropriate amendment. There will likely be fees involved, based on the type of change
Alternate Flow	
Postcondition	The entity is now of new type(s)
Sub use cases	
Shared Services	

20– Transfer a Name/Assign Trademark

Use Case #	20
Use Case Name	Transfer a Name/Assign Trademark
Use Case Desc	If someone has reserved a name, or registered a name for a foreign entity to use, or has registered a trademark, they can transfer/assign it to another person or entity
Primary Actor	Professional or Non-professional
Precondition	Logged in person owns the name
Trigger	None
Basic Flow	Login Review list of things you own (names) Click an assign button, and fill in form either find an existing entity or type in assignee's name and address Upload the notarized copy of an transfer/assignment form Fee is $10 for trademark. Fee for name is $30.
Alternate Flow	
Postcondition	Previous owner no longer owns name or trademark, new owner does.
Sub use cases	
Shared Services	

21– Register as a Charitable Organization

Use Case #	21
Use Case Name	Register as a Charitable Organization
Use Case Desc	
Primary Actor	Professional or Non-professional
Precondition	
Trigger	None
Basic Flow	User enters information required by business rules for Charitable Organization. Allow upload. If they state that they are a corporation, they must provide their UBI from the OSOS registry. If they do not appear on the OSOS registry, they must either follow use case 1 to create their corporation, use case 3 as a foreign or, use case 22 and in the case of the later, correct their designation as not a corporation. If they are not a previously registered corporate entity (they are a trust or person or association) they need to enter their information in use case 22.
Alternate Flow	
Postcondition	
Sub use cases	22,V, 1, 3
Shared Services	

22– Registering a Charitable Organization that is not a WA Corporation

Use Case #	22
Use Case Name	Register a Charitable Organization this is not a WA Corporation
Use Case Desc	This is needed if a Charitable Organization is not registered the OSOS .
Primary Actor	Professional or Non-professional
Precondition	
Trigger	None; may be triggered by use case 21
Basic Flow	As part of Use Case 21, if the Charitable Organization is not an Entity that needs to register with the OSOS (that is it is neither a corporation, an LLC, a partnership or a Cooperative) then this use case will set them up. In this case the "other" will ask: are you an individual, an informal group, a foreign corporation not registered in WA or a trust? It will then ask for the name you wish to go by and an address where the organization is located. We will ask how they want to be communicated with (via Use Case D).
Alternate Flow	
Postcondition	
Sub use cases	D
Shared Services	

23– Register a Fund Raising Organization

Use Case #	23
Use Case Name	Register a Fund Raising Organization
Use Case Desc	This is the use case to set up a fund raising organization
Primary Actor	Professional or Non-professional
Precondition	
Trigger	None
Basic Flow	The flow will start by asking if the organization has already registered with the OSOS registry, and allow it to look itself up. If it has not, we can send the to the use case to set themselves up. If they click a button that they are not required to registered (the equivalent of the "other" checkbox on the current form) we will send them to use case 22 to set up their organization. Once set up we ask them to: • submit a surety bond (as an attachment) • Submit all AKA's they go by • Indicate what subcontractors they use (again they should start by searching for them in the registered entities use case) • Indicate the year end date for the first year they will solicit in the state • If they have previous fiscal activity (presumably from another state) • Supply via checklist the means by which fund raising will be done • List the officers and highest paid employees • List organizations they have fund raised for this year (allow/not require any for initial report)
Alternate Flow	
Postcondition	
Sub use cases	22
Shared Services	

24– Charitable Organization Renewal

Use Case #	24
Use Case Name	Charitable Organization Renewal
Use Case Desc	Nearly identical to use case 21/23, main difference is that some of the already entered information can be reviewed, and there is additional financial information that may have been optional at initial registration, which is now required
Primary Actor	
Precondition	
Trigger	None; Notification of impending renewal date
Basic Flow	Find your organization Review static information (name, address etc) and semi static information (officers) and approve or change Supply annual information (upload and/or data) including financials, and fund raising contracts via sub use cases R,S,Y and Z
Alternate Flow	
Postcondition	
Sub use cases	R, S, Y, Z
Shared Services	

25– Reserve Trademark

Use Case #	25
Use Case Name	Reserve Trademark
Use Case Desc	Reserving a trademark is similar to filing
Primary Actor	Professional and Non-professional
Precondition	
Trigger	None
Basic Flow	If they want to retrieve the trademark to register it must be logged in and will require payment Need to select the categories (classifications) for the trademark Record the owner of the trademark, could be an individual or an entity. And supply the appropriate address. (if you had logged in, you could choose from one of your addresses) Upload samples. Use Case B and C to price this and check you out (price is based on the number of categories you selected)
Alternate Flow	
Postcondition	
Sub use cases	Optional A login
Shared Services	DocumentManagement.acceptDocument(document, entity, doctype= “Trademark Example” , title)

26. Revocation of Dissolution

Use Case #	*26*
Use Case Name	*Revocation of Dissolution*
Use Case Desc	A company may revoke its dissolution within 120 of effecting it. This is that use case
Primary Actor	Professional or non professional
Precondition	Have to have been dissolved within the last 120 days
Trigger	
Basic Flow	User retrieves their company record, checks that they want to revoke and pays the fee
Alternate Flow	
Postcondition	They are reinstated
Sub use cases	
Shared Services	

27. Amendment and Restatement

Use Case #	*27*
Use Case Name	*Amendment and Restatement*
Use Case Desc	Several of the special cases of amendments and restatements have their own use cases (for instance mergers and conversions have their own use cases), and create their own amendments. But sometimes companies wish to amend their formation documents for other reasons. This is that use case.
Primary Actor	Professional or Non-professional
Precondition	Entity is in good standing
Trigger	
Basic Flow	User looks up their company, and clicks a button: amend and restate. They are required to file two documents. One is the amendment (the changes) and the other is the restated documents (the new document with all the changes applied)
Alternate Flow	
Postcondition	New articles have been filed.
Sub use cases	
Shared Services	

A – Log in

Use Case #	A
Use Case Name	Log in
Use Case Desc	Allows users to register, log in or retrieve lost passwords. Note: each user will have a login, but there need not be any correlation between users and companies (that is any user can make changes to any company). The company registered agent and any other party that has subscribed to changes will receive notification of updates.
Primary Actor	Anyone
Precondition	None.
Trigger	You can optionally request to log in by clicking a link. Alternatively some operations that require you to be logged in which trigger this.
Basic Flow	Bring up a log in screen. Options: • user name and password • register • request password reset • hint on existing password
Alternate Flow	
Postcondition	User is logged in, for session duration, up to xx time out period
Sub use cases	
Shared Services	

B – Calc Fees

Use Case #	B
Use Case Name	Calc Fees
Use Case Desc	Based on the options the user has selected, calculate the fees due
Primary Actor	Professional and Non-professional
Precondition	A use case has been completed to the point where a fee can be calculated.
Trigger	Any time a user asks to have the fee calculated, or any time they invoke payment it should be recalculated again.
Basic Flow	Pass in the application in progress (really the entity, its types, and any of the parameters from the rules that we need to calculate fees) Pass in number of requested certified docs and trademarks submitted Calculate fee and pass back
Alternate Flow	
Postcondition	Shopping cart will be saved for xx days
Sub use cases	
Shared Services	RuleService.calcFee(parameter, userType (AG gets free, any other special types)

C – Accept Payment

Use Case #	C
Use Case Name	Accept Payment
Use Case Desc	Allow users to pay us money. Will support credit card processing for transactions. Will also support the account concept, and alternate payment mechanisms (ACH initially perhaps other lower fee payment processing options)
Primary Actor	Professional or Non-professional
Precondition	Fee has been calculated
Trigger	On line request to pay
Basic Flow	Accept full record of application being processed. There will be a field on all forms that involve fees that allow the user to enter information that would allow them to reconcile their charges back to their records. The receipt will have: • Date • Amount • What the fee was for (i.e., annual report, late fee etc) • Last 4 of credit card • Entity name • Submitted by name • User's data entry field Recall Use Case B to make sure nothing has changed. Bring up payment options screen. If user is logged on, give them options of account, or payment method on file. Otherwise have them supply payment method. (cc type, cc #, cc billing address, security code, exp date) We need a Remote Deposit (as per the Check 21 law) for the interim so that checks delivered to OSOS can be processed immediately, without paper handling, batching and delay. Call payment service. Send revenue message to revenue service. Update Corp/Charities/appropriate system with record of transaction

	Send back receipt
Alternate Flow	
Postcondition	Revenue is booked and payment method has been exercised.
Sub use cases	B
Shared Services	PaymentService.postPayment(paymentMethod, amount, date, entity, user)

D – Change your communication preferences

Use Case #	D
Use Case Name	Change your communication preferences
Use Case Desc	Allows any Entity (Org or Person) to set or change their communication preferences.
Primary Actor	Professional or Non-professional
Precondition	Called from any use case that sets non physical addresses.
Trigger	Calling use case
Basic Flow	Send in logged in user id (if there is one) and entity being created or edited. Show a list (either draggable buttons or with check boxes or something) of all active addresses for this user and this entity. These will include postal addresses, email addresses, fax numbers and phone numbers User can select one, orclick to add a new one. User then selects from a small taxonomy, what types of communication he/she would like through this channel: • Renewal notice • Dissolution notice/Involuntary closure • Delinquency notice • Change of Registered Agent/ResponsiblePerson • Registered Agent Resignation • Change of address • Posting of any document This continues until user has at least one channel for each type of communication
Alternate Flow	Should probably experiment with the UI sequence. It may be more desirable to start with the communication category and assign addresses to it. Note that a user can have many email addresses, phone numbers or mailing addresses associated with themselves. Note further, I think we will strongly suggest that the address for consent be an email.
Postcondition	We will persist this use case separately. If this is a user, probably yes, for a new formation, that may force us to persist the not yet complete entity (which maybe is a good idea)

Sub use cases	
Shared Services	CASS.validatePostalAddress(address) return address formatted for postal use Email.validation(emailAddress, user, entity) return error if invalid format for email. Return error if email is associated with a different user of entity.

E – Name a new Registered Agent

Use Case #	E
Use Case Name	Name a new Registered Agent
Use Case Desc	Allows an entity to say who they want to be their registered agent
Primary Actor	Professional and Non-professional (connected with an Entity)
Precondition	Called from any use case that sets registered agents
Trigger	Calling use case
Basic Flow	Send in logged in user id (if there is one) and entity being created or edited. User types in Registered Agent name and hits enter. System will then return a "did you mean so and so" prompt. (Using fuzzy name look-up.) If user's contracted RA is presented they click yes. Then RA's information on record is populated and associated with entity record. Otherwise if RA is not already on record, user will have to type in their RA's information. When the RegisteredAgent is added there can be an effectiveFrom date. If there is an incumbent, they will have their effectiveTo date set to the new ones from date, and will get a notification to that effect.
Alternate Flow	
Postcondition	A Registered Agent relationship record will be written to the database. If a new Registered Agent was created in this use case they will also be persisted.
Sub use cases	D
Shared Services	

F– Provide to User a Document Image

Use Case #	F
Use Case Name	Provide to User a Document Image
Use Case Desc	This is the use case that serves up the document image the user requested.
Primary Actor	Public or OSOS Employee
Precondition	Called from any use case that requests an existing document
Trigger	Calling use case
Basic Flow	By this point the document has been identified by its document id. If the user is an OSOS employee there is an optional option "remove redaction" that could be selected. If an end user there is an option whether this is to be a certified copy. In all the events the document that will be returned will be a non editable image, perhaps a .tif. If the "no redaction " option has not been selected, then any redactions shall be a permanent part of the image (not in a separate layer) If the "no redaction" option is selected a document without the redactions will be returned. If "certified" option is selected refer to use case 14.
Alternate Flow	
Postcondition	Document has been delivered. If certified was selected we should update their order to make sure it is noted that it was delivered.
Sub use cases	
Shared Services	Notification

G– Change Elected Options

Use Case #	G
Use Case Name	Change Elected Options
Use Case Desc	Allows an authorized user to change elections that a entity has
Primary Actor	Professional or Non-professional
Precondition	Called from any use case that allows change to an entity (Annual report, review my organizations etc) ; User logged in
Trigger	Calling use case
Basic Flow	Send in logged in user id and entity being edited. The system knows the entity type and the current elections. From that it can work out what other elections or withdrawal of elections are valid (based on a set of rules). It will only present valid options. The user selects the option which will occasionally ask for additional information (for instance a Non Profit election may call for a paragraph on disposition of assets) The current list of possible options are: • Non Profit (available currently for Corps) • Limited Liability Options (available for Partnerships) • Professional (available for LLC and Corps) • Social (available for Corps) • Charitable Org (available for all) • Charitable Exempt (available for charitable org) • Fund Raiser (available for any) • Cooperative (available for corp only?) • MMC (available for corp only?) • Grange (available for corp) • Fraternal Org (available for corp) • Fraternal Building Org (available for corp) • Fish Marketing (available for corp) • Grange (available for corp) • Corporate Sole (no longer available for new formation or conversion but here for existing ones) There will be a set of rules for which options can be removed (for instance Social Purpose is reversible but Non Profit isn't)

	The user confirms. The system notifies the other management and the registered agent of the change via their communication preference.
Alternate Flow	
Postcondition	
Sub use cases	
Shared Services	Notification, DocMgmt (for amended documents)

H– Notify Unregistered Organizations

Use Case #	H
Use Case Name	Notify Unregistered Organizations
Use Case Desc	We often get notified from another agency of a company doing business in the state that has not yet registered with the Sec of State. This use case is about contacting the organization to register
Primary Actor	System; fed into the system as Unregistered Organization from BLS
Precondition	We've received a transaction from another agency with an organization that isn't in our system We have not yet already notified them.
Trigger	Import transaction
Basic Flow	We use the information supplied (address) to create a form letter, "you have registered with xxx agency to do business in the state. This means you must be reg with Sec of State. Please follow this link or come to our offices…" An alternative message should be provided for a foreign corp.
Alternate Flow	
Postcondition	Organization is marked as having been notified
Sub use cases	
Shared Services	Notification Form letter

I – Name a Manager

Use Case #	I
Use Case Name	Name Management
Use Case Desc	Allows an entity to say who their management team is. This will be used for boards, directors, general partners and highest paid employees.
Primary Actor	Professional or Non-professional
Precondition	Called from any use case that establishes PersonsInCharge.
Trigger	Calling use case
Basic Flow	Send in logged in user id (if there is one) and entity being created or edited. User can also add a new Manager to the database. This will require them to use Use Case D on their behalf. For each named manager there will be a set of check boxes next to their name/address depending on the entity type (so for instance if this is a partnership there will be a check box for "partner"). The other possible check boxes are "director" "board" "management" "highly paid employee" "President" "Secretary" and "Treasurer" "Accountant/Auditor". "Person Resp for Fund Raising" Unlike Nominating a Registered Agent, most new nominations of management do not imply that an incumbent is outdated. The only possible exceptions might be President, Sec and Treasurer.
Alternate Flow	
Postcondition	
Sub use cases	D
Shared Services	

J– Notify on Change

Use Case #	J
Use Case Name	Notify on Change
Use Case Desc	This logic works out who to notify and who when a change to a organization occurs
Primary Actor	System
Precondition	A post from a client, or an update through an interface has created a change that needs to be reported
Trigger	
Basic Flow	When any of the attributes of an entity change, or its relationship to its registered agent or any of its manager/directors changes, the RA, all of the managers and anyone who has subscribed is to be notified of the change.
Alternate Flow	
Postcondition	
Sub use cases	
Shared Services	Notification Form letter

K – Submit Amendment Attachment

Use Case #	K
Use Case Name	Submit Amendment Attachment
Use Case Desc	Most changes to corporate records are accompanied by some document which is an amendment to the official record. This use case allows the uploading and posting of an attachment to any submission
Primary Actor	Professional or Non-professional
Precondition	Called from any use case that is doing an update
Trigger	Calling use case
Basic Flow	Send in logged in user id (if there is one) and entity being created or edited. Show a dialog box that describes the type of document to be uploaded. Provide a default title for the document "ie Entity X, Articles of Incorporation" which they can change if they like. The document name will be selected from a drop-down list with one option being Other, which is when they could title the document. There is a file upload button, where they can search for and upload the document from their system. The system tests that the upload is either Word, pdf or plain text, and accepts it
Alternate Flow	
Postcondition	Document is up loaded, attached to the entity, categorized by type with a title, datetime stamp, and id of user who provided the document. It is not marked as publically available until the redaction process is complete
Sub use cases	
Shared Services	DocumentManagement.UploadDocument(doc, entity, user, category, date, title) returns docId RedactionService.redact(docId) [applies redaction as an annotation to the documet

L – Process Refund

Use Case #	L
Use Case Name	Process Refund
Use Case Desc	There are a few use cases that might result in our need to refund funds collected from managers.
Primary Actor	OSOS employee
Precondition	A condition that resulting in an over payment (such as a trademark that got rejected)
Trigger	
Basic Flow	Only OSOS employees can do this Go to the refund screen, enter the person's payment information and process a credit on their credit card.
Alternate Flow	
Postcondition	
Sub use cases	
Shared Services	Payment processing

M– Notify Registered Agent

Use Case #	M
Use Case Name	Notify Registered Agent
Use Case Desc	Notify a registered agent any time they have been named as the registered agent for a given company
Primary Actor	System
Precondition	A post from a client, or an update through an interface has created a change that needs to be reported
Trigger	
Basic Flow	When a registered agent gets named, we will sent them an email to let them know, and also allow them the possibility to protest if need be.
Alternate Flow	
Postcondition	
Sub use cases	
Shared Services	Notification Form letter

N– Notify for Renewal

Use Case #	N
Use Case Name	Notify for renewal
Use Case Desc	This is an asynchronous use case that normally would be triggered by a cron job
Primary Actor	system
Precondition	
Trigger	Cron job detects that an entity is coming up to its anniversary date, has not filed annual report or equivalent, and we have not yet sent a reminder.
Basic Flow	Detect the pending anniversary. Get the people who need to be reminded (say President and Registered Agent). For each get their communication preferences and send the reminder via the channel(s) they requested. (the update is captured in Use Case 9)
Alternate Flow	
Postcondition	The notification is sent and the data base has been marked accordingly.
Sub use cases	
Shared Services	FormLetter OutboundCoorespondence.Print(EmailPost(

O– Notify for Delinquency

Use Case #	O
Use Case Name	Notify for delinquency
Use Case Desc	This is an asynchronous use case that normally would be triggered by a cron job
Primary Actor	system
Precondition	
Trigger	Cron job detects that an entity has exceeded its anniversary date, has not filed annual report or equivalent, and we have sent a reminder.
Basic Flow	This is the same as Use Case N, except now its more urgent, and we should probably do two things: 1) contact more people associated with the entity and 2) use other communication methods (mail, if we send email first time) (the update is captured in Use Case 9)
Alternate Flow	
Postcondition	The notification is sent and the data base has been marked accordingly.
Sub use cases	
Shared Services	FormLetter OutboundCoorespondence.Print(EmailPost(

P– Request Merger

Use Case #	P
Use Case Name	Request Merger
Use Case Desc	This use case is complex enough and has such ramifications, that it will have to be done mostly by OSOS staff. This is the request. Will be implemented in Use Case 6
Primary Actor	Professional and Non-professional
Precondition	You are a PersonInCharge of an entity
Trigger	none
Basic Flow	You will have to login to do this operation using use case A Input Entity Names or link to see all entities that they are associated with. You can indicate your intention to merge (acquire) another entity, which you can select from system Upload Articles and Plan of Merger.
Alternate Flow	
Postcondition	this go in someones queue
Sub use cases	A login; Use Case B (based upon number of entities merging), Use Case C
Shared Services	

Q– Request Conversion

Use Case #	Q
Use Case Name	Request Conversion
Use Case Desc	This is only for “conversions” that can not be handled through the normal change / election of options process.
Primary Actor	Manager
Precondition	You are a manger, director or partner in an entity
Trigger	none
Basic Flow	You will have to login to do this operation using use case A Input UBI or Entity Name. Upload for Articles of Conversion.
Alternate Flow	
Postcondition	this go in someones queue
Sub use cases	A login
Shared Services	

R– Fund Raising Contract

Use Case #	R
Use Case Name	Fund Raising Contract
Use Case Desc	This allows the recording on the contract between the charitable agency and the Fund Raiser.
Primary Actor	Professional or Non-professional
Precondition	None
Trigger	None
Basic Flow	The user selects the Charity and the Fund Raiser from selection boxes. The system asks which of about a dozen types of solicitation (ie. “Entertainment, Telephone, Direct Mail etc, Other-open text) the contract covers The user enters the contract term dates (contract date, service begin date and contract end date or perpetual) If a subcontractor is being used it should be reported at this time, along with other information as required per business rules. The user uploads the contract. If a Fundraiser or Charity reports on a contractual relationship and the other does not, a notice is sent to the Entity. Contracts may also be amended or canceled.
Alternate Flow	
Postcondition	The Charitable Org,the FR and subcontracting FRs are joined by a temporal record which also has an attachment which is the contract.
Sub use cases	A login
Shared Services	

S– Charities Financials

Use Case #	S
Use Case Name	Charities Financials
Use Case Desc	Sub-use-case (or sub-form) related to formation or renewal. Uploads a structured version of a charities financial records
Primary Actor	Professional or Non-professional
Precondition	Charity hasn't supplied its annual financials
Trigger	An annual report reminder or none in the case of a pro-active Entity
Basic Flow	The user logs in, and is presented with his Charity. He or she selects "create financial report" In accordance with Entity business rules, fields will be presented for required information: There are a few different variants, but they can all be resolved. For instance in one there are sub types of expenses and a total expense. In another there is just the total. We will align the totals (that is they will be in the same field). The second case will just not ask for the distinctions. The user will enter the details – fields are required. Allow upload.
Alternate Flow	
Postcondition	The Charity is marked as current, the effective ToDate is pushed out another year. The structured financials are attached to the Org.
Sub use cases	
Shared Services	

T – Entity Name Entry and Validation

Use Case #	T
Use Case Name	Entity Name Entry and Validation
Use Case Desc	Validates entity name.
Primary Actor	Professional or Non-professional
Precondition	Could be in the midst of a registration, or could be in a name reservation.
Trigger	Name reservation or org registration
Basic Flow	Enter an organization type (only those types that have name restrictions which are Cooperatives, Corp, Partnership, LP, LLP, LLLP, LLC, Professional Corp, Public Service, Public Benefit) and requested name. System determines if a too similar name is already registered. It also evaluates whether the name complies with the statutory naming constraints, per the Entity-type or election business rules. Note: Charities and Fundraisers naming convention rule is simply that if they are using an already filed (too similar) name that they have in their records written consent to use the name from the already filed entity
Alternate Flow	
Postcondition	A valid name has been selected and is available in the containing use case.
Sub use cases	
Shared Services	IdentityManagement.CheckForSoundAlike(candidateName) IdentityManagement.CheckNameAndTypeCompatibility(candiatedName, entityType)

U – Suppress Name

Use Case #	U
Use Case Name	Suppress Name
Use Case Desc	Some people for instance in the witness protection program, need to have personal information such as their address suppressed.
Primary Actor	OSOS
Precondition	
Trigger	
Basic Flow	Person will have to fill out some sort of form, and this will be performed by an OSOS person (no self service on this option) A marker will be added to the entity record, and most queries will know to exclude this from the result set. It needs to be determined which queries this will still show up on.
Alternate Flow	
Postcondition	
Sub use cases	
Shared Services	

V – Change Place of Business

Use Case #	V
Use Case Name	Change Place of Business
Use Case Desc	Entities can change, or add additional, places of business.
Primary Actor	OSOS
Precondition	Manager is logged into an organization they represent
Trigger	
Basic Flow	User reviews places of business that are in the system for a given entity. He or she can replace one or add one. Note: this is not the same as communication preferences. Having an address where you'd like mail sent is not necessarily a place of business.
Alternate Flow	
Postcondition	
Sub use cases	
Shared Services	

W – Cure Delinquency

Use Case #	W
Use Case Name	Cure Delinquency
Use Case Desc	If a company has gotten far behind on its registration this is the special process for getting caught up.
Primary Actor	OSOS
Precondition	Company is in delinquent status
Trigger	
Basic Flow	Representative of the company indicates that they intend to get current with registration. System determines their back fees and penalties (via use Case B), and sends them to the payment screen with this information in their shopping cart.
Alternate Flow	
Postcondition	They are reinstated and in an active status.
Sub use cases	C, B
Shared Services	

X – Set a Delayed Effective Date

Use Case #	X
Use Case Name	Set a Delayed Effective Date
Use Case Desc	Allows users to optionally set a future day other than “today” for the registration, or assignment to be effective.
Primary Actor	Professional or Non-professional
Precondition	Could be in the midst of a registration or other types of election options as per business rules. For Registered Agent resignation the effective date will be 31 days later.
Trigger	Org registration, registered agent resignation,, merger or amendment.
Basic Flow	The use case (Organization Registration etc) is identified on the way in, and the effective date is defaulted to today. Also calling routine needs to indicate whether this is an effectiveFrom or effectiveTo date. User is allowed to change effective date. Depending on the use case and the entity type different validation rules will apply. Depending upon use case/business rules, on effectiveTo date, the user can select “Perpetual” this will be recorded in entity and not effectiveTo date will be recorded. We suggest dropping the number of years option and having people supply the end date
Alternate Flow	
Postcondition	A valid date has been selected
Sub use cases	
Shared Services	Rules if we implement rule service

Y – Fund Raiser Additional Information

Use Case #	Y
Use Case Name	Fund Raiser Additional Information
Use Case Desc	This use case if for the additional information that we ask from a fund raiser.
Primary Actor	
Precondition	
Trigger	
Basic Flow	Each year we ask them to: • Testify to having a surety bond (allow attachment in case of a newly issued or continuation surety bond) • Submit all AKA's they go by • Indicate what subcontractors they use (again they should start by searching for them in the registered entities use case) • Indicate the year end date for the first year they will solicit in the state • Supply their financial information • Supply via checklist the means by which fund raising will be done • List the officers and highest paid employees • List organizations they have fund raised for the accounting year reported Note: refer to teh RWC rules analysis for the full list of these rules.
Alternate Flow	
Postcondition	
Sub use cases	
Shared Services	

Z – Optional Combined Fund Drive Enrollment

Use Case #	Z
Use Case Name	Optional Combined Fund Drive Enrollment
Use Case Desc	This is where the charitable organization indicates what categories on the combined fund drive it wants to participate in.
Primary Actor	
Precondition	
Trigger	The organization is registered as a charitable organization
Basic Flow	The combine fund drive is essentially the selections A-Z in the current form. The organization can pick up to three. The company must certify that it adheres to generally accepted accounting principles and that it is in compliance with all statutes.
Alternate Flow	
Postcondition	We should trigger this to create two change records to send to the combined fund drive. One to look like the current records, which includes everything not just what changed (for backward compatibility) and another that just has the changes.
Sub use cases	
Shared Services	