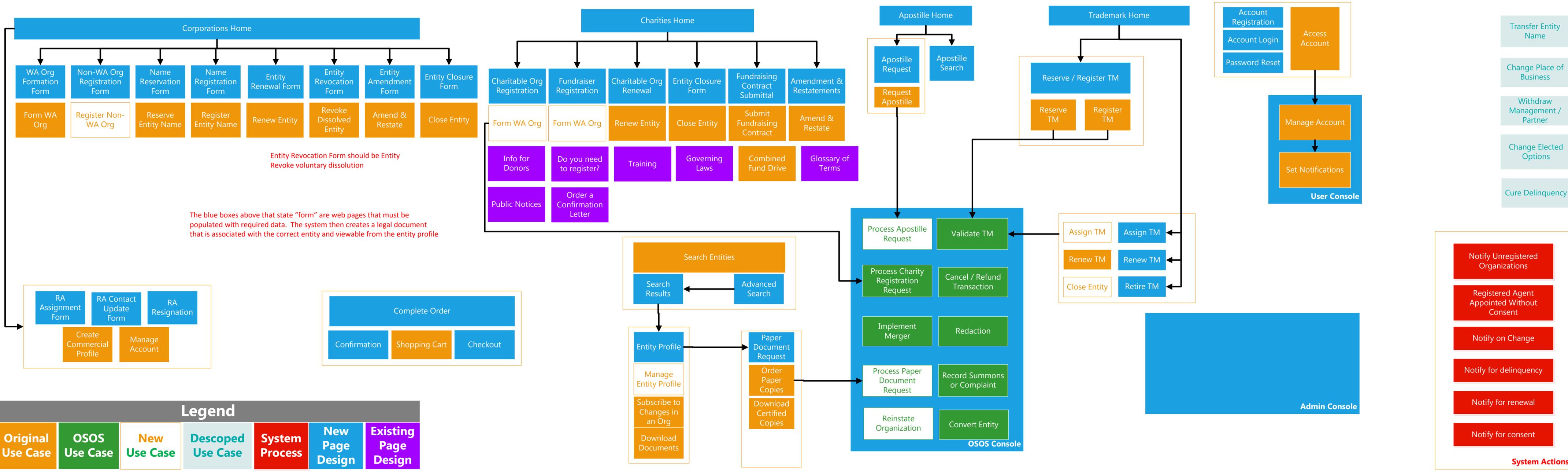


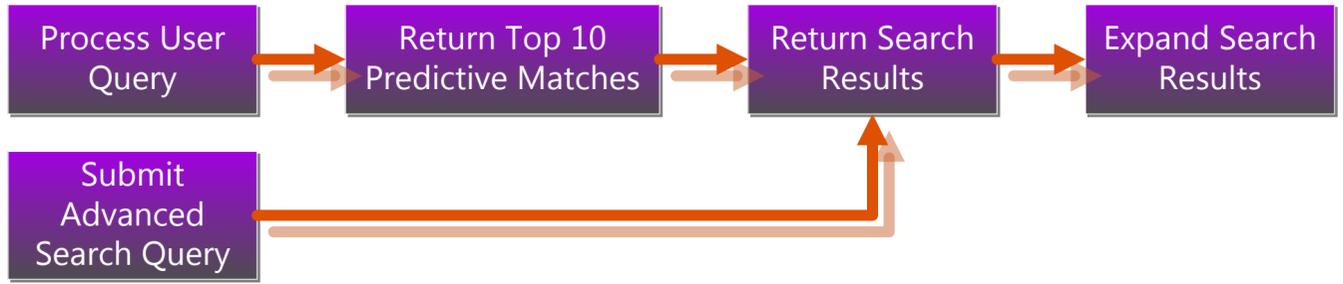
OSOS Redesign – Site Map



Security Roles



Process Flow



Inputs

- User enters text in the search box
- User submits query
- User selects search result
- User expands number of search results

Sub-Processes

- Process User Query
 - Entity Name / concatenated name (Includes Orgs and TM)
 - UBI
 - Registration Number (Charity or Fundraiser or Trust)
 - FEIN (driven by new registration requirements)
 - Registered Agent Name
 - Governing Person Name (Manager / Responsible)
 - Certified Copy ID
 - Summons & Complaints ID
 - Charity Program/Also Known As Names
 - Return Top 10 Predictive Matches
 - Submit Advanced Search Query
 - Return Search Results
 - Expand Search Results
- Certified Copy ID should be Apostille ID
Remove Summons & Complaints ID

Outputs

- System displays top 10 predictive matches
- System loads Search Results page when entry selected
- System links to entity profile page
- System expands number of search results

User Scenario

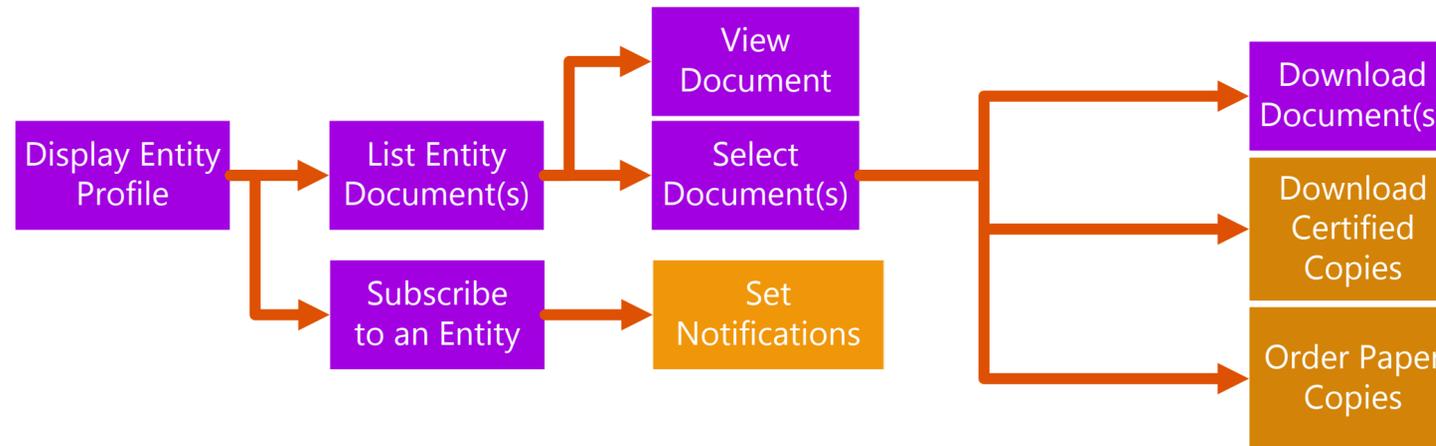
The user navigates to either the Corporation, Charity, or Apostille home pages and is presented with a large search box. The user is able to enter inputs that query a list that is specific to each respective home page, **with the option to search across all of the division**. As they type text, the system predicts their input and immediately returns the top ten search results. When the user clicks on the search button or any one of the predictive results, the system will send them to the search results page. The user can also decide to click on the advanced search page link, which displays separate boxes for each one of the searchable data elements. On the search results page, the user is able to expand their search results from the default and is able to navigate directly to the advanced search page. Once the user has identified a result of interest, the user clicks on the entity, which displays the entity profile page.

OSOS Redesign – Manage Entity Profile

Security Roles



Process Flow



Inputs

- User selects document(s)
- User selects action to download document(s)
- User subscribes to entity updates
- User requests a certified copy of filings (see separate use case)
- User sorts by date (default newest first) or by document type

Sub-Processes

- Display Entity Profile
- List Entity Document(s)
- View Document
- Select Document(s)
- Download Document(s)
- Request Certified Copies
- Order Paper Copies
- Subscribe to an Entity
- Set Notifications

Remove download document – same thing as view doc

Outputs

- Upon a subscription request, the system informs the user that they are subscribed to the selected entity
- If already subscribed, the system indicates status to user and allows them to unsubscribe on the page
- System displays document
- System allows user to download document(s)

Remove system allows user to download document

User Scenario

When the user selects an entity via the search results page or the account management page, the entity profile is displayed. The profile contains information related to the entity, including any other associated entities, including charitable organizations and related surviving / non-surviving entities. For example, a non-profit that is also a charity should contain information for both the non-profit business and the charity on the same profile page.

Below the entity profile information are a list of document images associated with that entity. These documents are sorted by latest date first, and are filterable based on document type (i.e. annual report) and date range (i.e. last five years). The user can select any document and view the PDF in their browser or download it to their computer. The user can select multiple documents and download them all simultaneously. The user can also order a paper or online certified copy of filing of these selected documents. Note that for charities, only IRS determination letter, FR contract, and bonds are viewable. All other documents can be ordered as redacted paper copies, but are not viewable online.

Finally, the user can subscribe to the entity and receive activity updates of the selected entity.

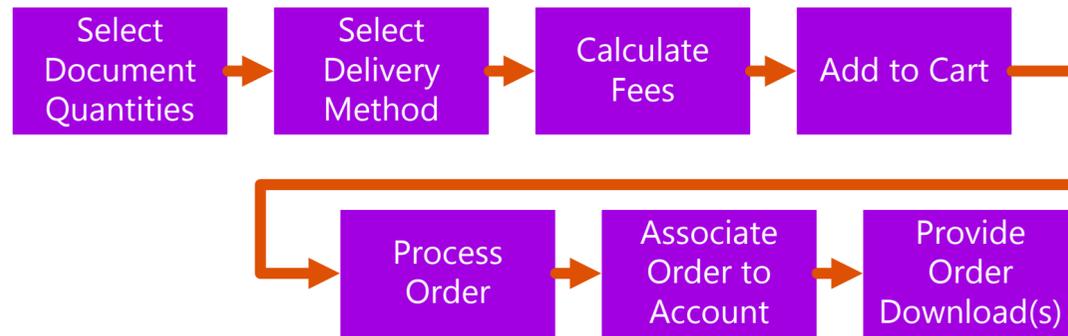
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OSOS Redesign – Download Certified Copies

Security Role



Process Flow



Inputs

- User selects document(s) and requests certified copies
- User selects number of copies per document
- User selects digital or mail copies
- User logs into account if not already

Sub-Processes

- Select Document Quantities
- Select Delivery Method
- Calculate Fees
Based on the number of documents requested and selected delivery method
- Process Order
- Associate Order to Account
- Provide Order Download(s)

General public does not have to logon/authenticate in order to obtain/purchase cert copy

For authenticated users, default to their primary shipping address but allow them to access their user account shipping addresses to select an alternate shipping address or enter a new one – mimic Amazon

Outputs

- Entity profile information is displayed to the user
- Also displayed are all documents associated with the entity with ability to view them in browser
- System displays proper subscription icon based on current status

User Scenario

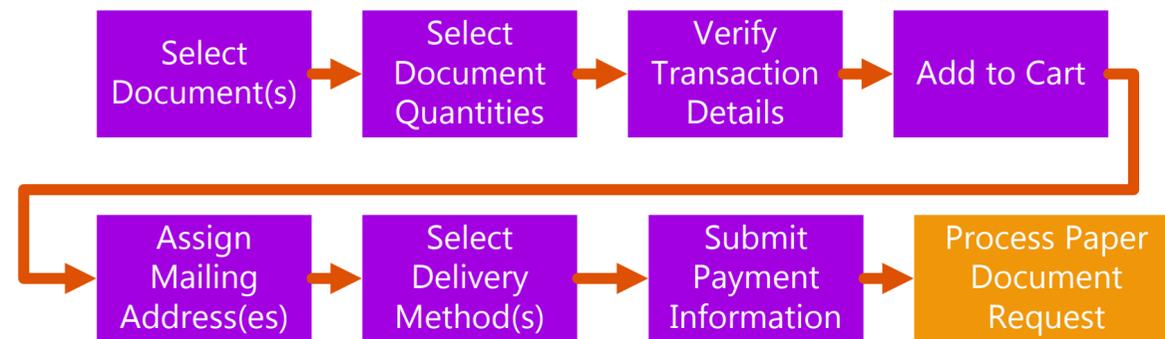
The user accesses an entity profile, selects the desired documents, and requests certified copies for the selected documents. The user selects the number of certified copies desired. If the user is a public official (AG's Office), they have the ability to download the non-redacted documents not visible to the public. If any other user wishes to order charitable documents (with the exception of Bonds, IRS Determination Letter, Fundraiser Service Contract), they can see the documents exist but cannot view them. The system will provide them the option of ordering paper copies of these redacted documents.

The user is given the option to purchase the documents for download or order paper copies to be delivered via post mail. The user chooses the option to download the certified copies and adds the selected documents to the shopping cart. When the user views the shopping cart, the proper fees are reflected. The user proceeds to checkout, logs into the system if not already, and completes the payment process (AG can download certified copies for free and given the option to download redacted or non-redacted copies). Upon receiving an order confirmation on screen, the user is provided a link to download certified copies of all requested documents.

Security Role



Process Flow



Inputs

- User selects document(s) and requests paper copies and whether certified or not
- User selects number of copies per document
- User selects mail delivery
- User verifies transaction
- User assigns address(es) to copies by document type and can split between quantities

Sub-Processes

- Select Document(s)
- Select Document Quantities
- Verify Transaction Details
- Add to Cart
- Assign Mailing Address(es)
- Select Delivery Method(s)
- Submit Payment Information

General public does not have to logon to complete this use case

Each shopping cart transaction supports a single shipping address. If user desires multiple shipping address, they will have to complete multiple shopping cart transactions

Outputs

- Confirmation displayed to user
- Request sent to OSOS queue for processing

User Scenario

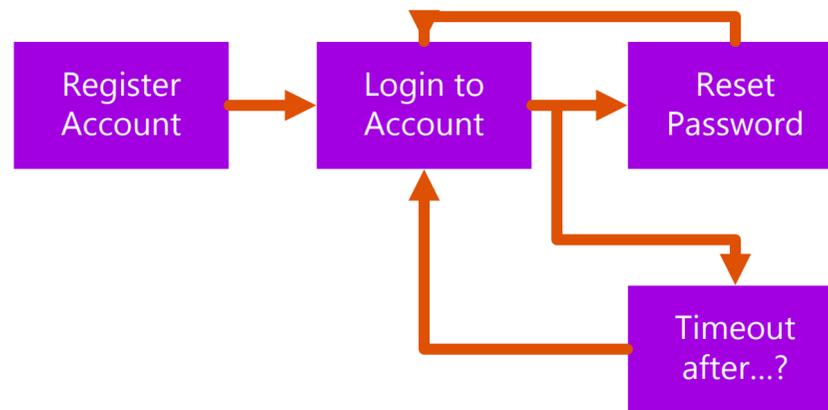
The user accesses an entity profile, selects the desired documents, and requests paper copies for the selected documents. The user selects the number of copies desired. The user chooses the option to have copies mailed and adds the selected documents to the shopping cart. When the user views the shopping cart, the proper fees are reflected. The user proceeds to checkout and completes the payment process and sees a confirmation screen. The request is forwarded to OSOS for manual processing.

OSOS Redesign – Access Account

Security Roles



Process Flow



Inputs

- Register (Email / user name, password, full name, address)
- Login (User name and password)
- Request Password Reset (email address)

Sub-Processes

- Register Account
- Login to Account
- Reset Password
- Timeout after...?

Outputs

- Confirmation displayed / sent to user
- Account created in system
- Email sent for password resets

User Scenario

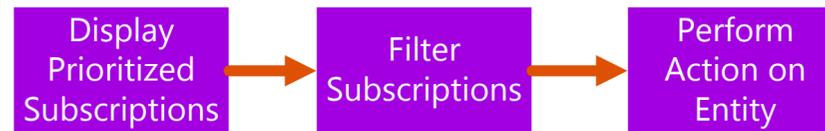
Whenever a user wishes to submit a request into the system, they must access their account first. The only time logging into their account is not required is when requesting copies of documents (certified and non-certified). If a user has not yet registered in the system, they can access the **account registration page** and submit their contact information. Their contact information will either pre-populate into a new request (email, full name) or be available as an option to be selected on the form (address).

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Security Roles



Process Flow



Inputs

- List of subscribed entities with associated status, registered agents, renewal dates, and possible actions
- Filter / Sort Request
- System or user populates form with contact information
- User populates form with effective date, agent consent provision and signature
- User verifies transaction

Sub-Processes

- Display Prioritized Subscriptions
- Filter Subscriptions
- Perform Action on Entity
Including Delete Subscription
- Access RA Resignation Page
 - Select Entity (if not preselected)
 - Populate Form
 - Verify Transaction
- Access RA Management Form
 - Select Registered Agent in System
 - Select Associated Entities
 - Populate Form
 - Verify Transaction
 - Add to Cart

Outputs

- Display organizations based on requested filter / sort
- Confirmation displayed to user
- User disassociated from entity
- RA contact information updated for selected entities

User Scenario

Any registered user can access their account management page to manage their subscriptions and access to their account. The user can sort and filter their subscriptions as well as manage their contact information (Name, email, password, address), associated Registered Agent, and list of Addresses associated to their account.

Allow account to establish primary shipping address and alternate shipping addresses (like Amazon)

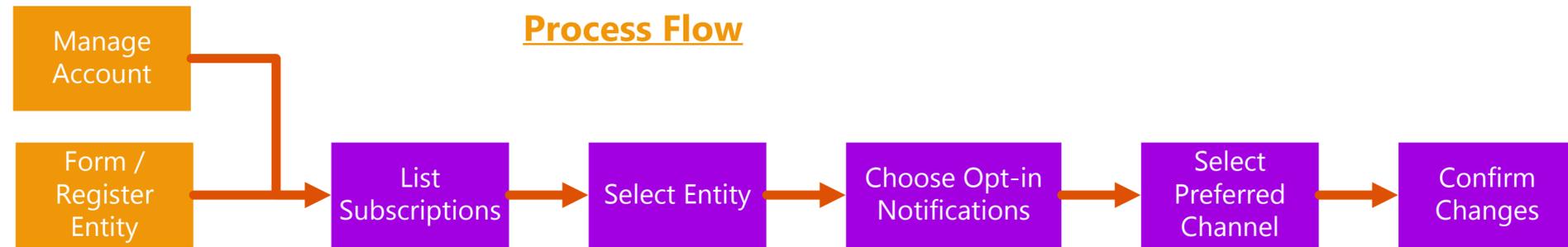
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OSOS Redesign – Set Notifications

Security Roles



Process Flow



Inputs

- User selects all or some of the following notifications:
 - 30 day Renewal reminder
 - Dissolution /Involuntary closure event notice
 - Delinquency event notice
 - Change of Registered Agent / Responsible Person event notice
 - Registered Agent Resignation event notice
 - Change of address event notice
 - Document posting event notice
 - **All other changes to entity**
- User selects Email (default) or SMS as notification channel
- User saves their settings

Entities receive notifications prescribed by RCW/WAC regardless of a subscription. All of those notifications must be snail mailed. In addition, the entity can establish communication preferences for additional notification electronic only distributions.
General public may subscribe only to: Something (document) was filed, the notification will tell them what was filed.

Sub-Processes

- List Subscriptions
- Select Entity
- Choose Opt-in Notifications
- Select Preferred Channel
- Save Changes

Login not required for subscription. Have button to allow user to subscribe to an entity; they are prompted to provide their email address (twice), UBI/Registration ID; entity name; system verifies match; prompts if no match. User can unsubscribe via link in email, use single click but have option for them to click on link to page where they can unsubscribe all or change the notifications for the entity to which they subscribe.

Outputs

- Notification settings updated for user account
- Confirmation of saved changes displayed / sent to user

General public does not require logon for subscriptions or purchases. They should never see an "Edit" button.

User Scenario

When a user submits a request for a **formation or registration** in the system, they are able to set net their notification settings related to that entity.

The user may update their notification settings via their account management page. When the user accesses this page, they see a list of all their active subscriptions. The user selects the desired entity and is shown a list of notifications (see inputs) they can opt-in / opt-out of. Once changes have been made, the user saves their request and their notification preferences are updated in the system.

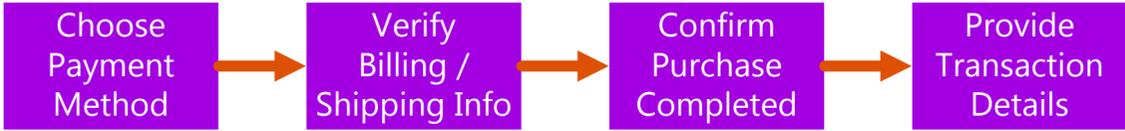
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OSOS Redesign – Payment Processing

Security Roles



Process Flow



Inputs

- User has at least one item in cart > \$0
- User account information pre-populated

Sub-Processes

- Choose Payment Method
MasterCard, Visa, American Express (via 3rd party such as PayPal)
- Verify Billing / Shipping Information
- Confirm Purchase Completed
- Provide Transaction Details

Add ACH to payment options. Payment options are dependent upon the internal revenue system supportability

General public does not have to logon for a purchase

Outputs

- Confirmation displayed / sent to user
- Purchase links provided to user
- Send transaction and accounting code info to Internal Revenue System

User Scenario

Allow users to pay us money. Will support credit card processing for transactions. May also support alternate payment mechanisms (ACH initially perhaps other lower fee payment processing options)



OSOS Redesign – Reserve Entity Name

Security Roles



Process Flow



Inputs

- User inputs desired entity name
- User provides necessary contact information (Name, Address, Email)

Sub-Processes

- Access Reserve Name Page
- Validate Entity Name
 - Is the name already in our database?
 - Did they misspell a common word (i.e. enterprize)?
 - Does the name pass syntax rules according to the RCW/WAC?
 - Distinguishable on the records (i.e. Plural vs singular)?
 - If Charity / TM name in system, user can still take for corporation
 - Naming conventions do not apply for charity programs (if a name is already in use for any charity program it can still be used by another charity or business entity)
- Validate Addresses
- Calculate Fees
- Process Order

Outputs

- Confirmation displayed / sent to user
- Name reserved for 180 days in system
- Name populated in system / search results

User Scenario

The user wishes to reserve any entity name. The user enters in their desired name into the entry field that queries all entity names. If no match is detected and the name conforms to naming conventions, then the user is able to reserve the entity name and is directed to payment processing to finalize the request. Otherwise, the user must update the name based and re-submit for validation again.

The user can preview the final document at any time.



OSOS Redesign – Register Entity Name

Security Roles



Process Flow



Inputs

- User inputs desired entity name
- User provides necessary contact information (Name, Address, Email)
- User attaches certificate of existence from home state

Sub-Processes

- Validate Entity Name
 - Is the name already in our database?
 - Did they misspell a common word (i.e. enterprize)?
 - Does the name pass syntax rules according to the RCW/WAC?
 - Distinguishable on the records (i.e. Plural vs singular)?
 - If Charity / TM name in system, user can still take for corporation
 - Naming conventions do not apply for charity programs (if a name is already in use for any charity program it can still be used by another charity or business entity)
- Validate Addresses
- Calculate Fees
- Add to Cart
- Process Order
- Populate Name in System

Outputs

- Confirmation displayed / sent to user
- Name registered in system with renewal set based on business rules
- Name populated in search results

User Scenario

The user wishes to register any entity name. The user enters in their desired name into the entry field that queries all entity names. The user is prompted: "Name is identical to the name in the certificate of existence). If no match is detected and the name conforms to naming conventions, then the user is able to reserve the entity name and is directed to payment processing to finalize the request. Otherwise, the user must update the name and re-submit for validation again.

This process can occur in the separate name entity page as well as while registering a business entity.

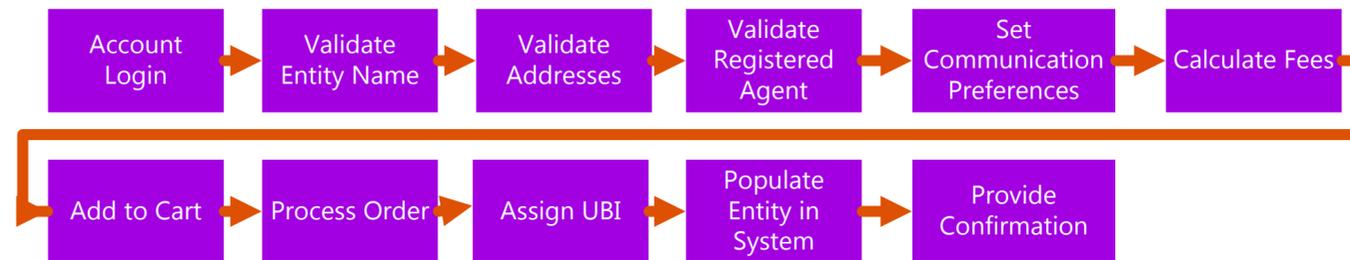
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OSOS Redesign – Form WA Organization

Security Roles



Process Flow



Inputs

- User inputs required fields (as referenced in data dictionary)
- User uploads documentation required by the chosen entity structure and any additional supporting documents
- User provides supporting text as needed

Sub-Processes

- Account Login
- Validate Entity Name
Specify type of business structure before Name validation to setup proper rules
- Validate Addresses
First step is for user to select what type of entity (excludes Trademarks) they wish to form
- Validate Registered Agent
- Set Communications Preferences
- User is Prompted About Optional Enrollment in CFD
- Calculate Fees
- Add to Cart
- Process Order
- Assign UBI (From DOR)
- Populate Name in System
- Provide Confirmation
Includes certificate
Link to new entity with new document(s)

Outputs

- Validation messages
- Confirmation message
- Notifications set based on user selection
- Renewal set for 1 year from effective date
- Entity populated in system

User Scenario

The user wishes to form a new organization in Washington State and selects their desired business structure. The user logs into their account at the start of the request which will pre-populate addresses / RAs associated with their account that they would like to reuse in the current request. The user is prompted to input the desired name of the organization, which the system verifies to determine whether the name has been previously reserved or registered. If not, the new name is validated by the system and added to the request order. The user is then prompted to answer a series of questions relevant to the chosen business entity (including validated addresses / RA). Each of these questions has references to WA state codes and legal definitions where appropriate. The default view of these questions is via a simplified wizard, though they can choose at any time to view the entire request at a glance and fast track to upload their own documents. If the user leaves the request form, they will be able to start back where they left off by accessing their saved application from their Account Management page. If the user has chosen a non-profit, a prompt appears stating: "if you want to be tax exempt, there is specific language that you need to include in your articles."

Once all information is inputted and validated, the user selects how they wish to be notified regarding renewals and changes to the entity (default is all notifications are on). Finally, the user's request is added to their cart, allowing them to proceed to order processing to finalize their request. Upon completion of the order, a confirmation is presented to the user and their newly formed entity is populated in the system.

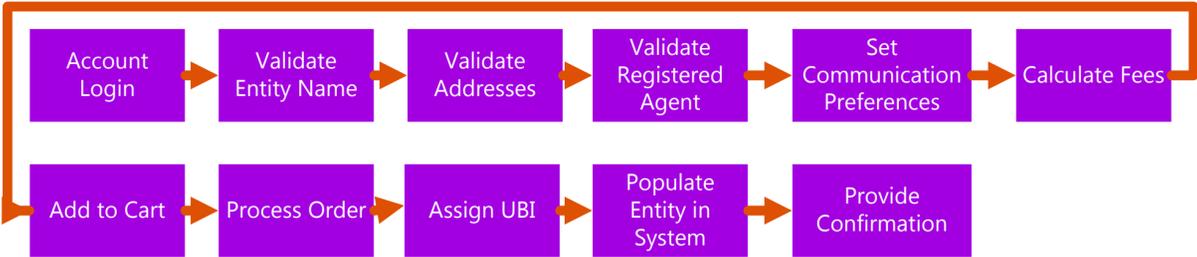
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OSOS Redesign – Register Non-WA Organization

Security Roles



Process Flow



Inputs

- User inputs fields associated with registering a foreign corporation (reference data dictionary for fields)
- User uploads certificate of existence (within 60 days of filing)
- User must attest the certification of existence and its date

Sub-Processes

- Account Login
 - Validate Entity Name
 - Validate Addresses
 - Validate Registered Agent
 - Set Communications Preferences
 - User is Prompted About Optional Enrollment in CFD
 - Calculate Fees
 - Add to Cart
 - Process Order
 - Assign UBI (From DOR)
 - Populate Name in System
 - Provide Confirmation
- First step must be for user to select what type of entity they are registering

Outputs

- Validation messages
- Confirmation message
- Notifications set based on user selection
- Renewal set for 1 year from effective date
- Entity populated in system

User Scenario

The user wishes to register a non-WA organization and selects their current business structure. The user must login to their account at the start of the request in order to reuse addresses / RAs associated with their account. The user is prompted to input the name of their organization, which the system verifies to determine whether the name has been previously reserved or registered. If the name is already being used in the system, then the user will need to select a DBA.

The user is then prompted to answer a series of questions relevant to the chosen business entity (including validated addresses / RA). Each of these questions has references to WA state codes and legal definitions where appropriate. The default view of these questions is via a simplified wizard, though they can choose at any time to view the entire request at a glance. If the user leaves the request form, they will be able to start back where they left off by accessing their saved application from their Account Management page.

Once all information is inputted and validated, the user selects how they wish to be notified regarding renewals and changes to the entity. Finally, the user's request is added to their cart, allowing them to proceed to order processing to finalize their request. Upon completion of the order, a confirmation is presented to the user and their newly formed entity is populated in the system.

The user can name and upload their Certificate of Existence (They have 60 days to submit if they choose to not submit right away) and other relevant registration documents into the system. User must attest the certification of existence and date.

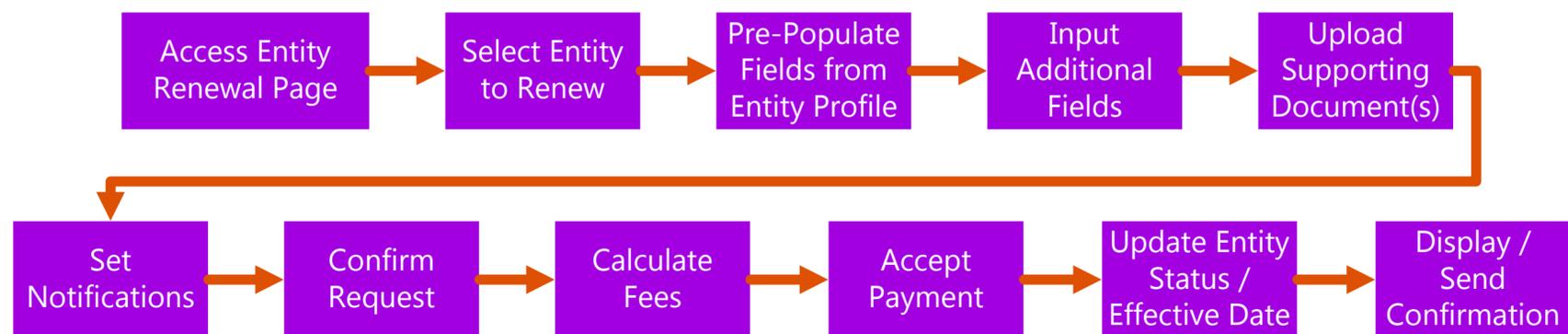


OSOS Redesign – Renew Entity

Security Roles



Process Flow



Inputs

- User inputs Entity (FEIN (Charity), UBI (Req Corp) or Name (All))
- Pre-populated fields from selected entity profile
- User inputs additional fields
- User can upload supporting documentation (e.g. IRS determination letter, legal action, fundraising contract, 990, additional business or trademark information)
- User attests to which type of documents they're uploading
- User enrolls in combined fund drive (charity)
- User sets notifications
- User confirms request
- User submits payment

Sub-Processes

- Access Entity Renewal Page
- Select Entity to Renew
- Pre-Populate Fields from Entity Profile
- Input Additional Fields
- Upload Supporting Document(s)
- Set Notifications
- Confirm Request
- User is Prompted on if they would like to enroll in CFD
- Calculate Fees
- Accept Payment
- Update Status / Effective Date
- Display / Send Confirmation to User

Outputs

- System transfers payment to third party
- System updates status / effective date
- System sets notifications / subscriptions entity to account (if any changes)
- System displays / sends confirmation to user

User Scenario

A user wishes to renew an entity to include a business, charity and trademark. The user accesses the organization renewal page and selects the entity they wish to renew. Information already present in the entity profile is pre-populated in the current form, enabling the user to modify and enter the additional fields as specified in the business rules required to submit a renewal, including up to 25 governing persons and any other supporting documentation. The user can also update their notification settings related to this entity at this time. The user can save their progress at any time, preview their existing inputs in the form template, and print the template out for later submittal by mail/in person if desired.

After the user confirms their submission, they have the option to add the request to their cart or go straight to checkout. After checkout is completed, the status / effective date of the entity is updated in the system, as well as any subscriptions and notifications to the user's account. The user is provided a confirmation of their order on screen and via email.

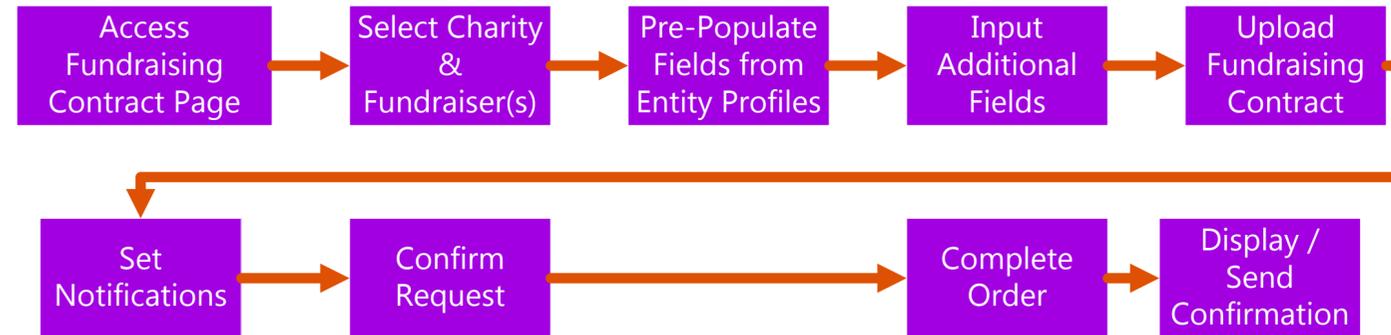
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OSOS Redesign – Submit Fundraising Contract

Security Roles



Process Flow



How can the system notify the other listed party if no email is listed i.e. no account is associated to that entity? OSOS does as a courtesy

Inputs

- User inputs Charity and Fundraiser name
- Pre-populated fields from selected entity profiles
- User inputs additional fields (Emails of involved entities)
- User uploads Fundraising Contract
- User sets notifications
- User confirms request
- User submits payment

Sub-Processes

- Access Fundraising Contract Page
- Select Charity and Fundraiser(s)
- Pre-Populate Fields from Entity Profiles
- Input Additional Fields
- Upload Fundraising Contract
- Set Notifications
- Confirm Request
- Complete Order
- Display / Send Confirmation to User

Outputs

- System transfers payment to third party
- System sends notification to listed party informing them of contract
- System sets notifications / subscribes to entity to account (if any changes)
- System displays / sends confirmation to user

User Scenario

A user who works for a charity / fundraiser wishes to submit a fundraising contract on behalf of both parties. The user accesses the fundraising contract page and inputs the applicable charity and fundraiser, which the system then verifies. Information already present in the entity profile is pre-populated in the current form, enabling the user to only enter the additional fields required to submit the request, including uploading of the fundraising contract itself.

After the user confirms their submission, they have the option to add the request to their cart or go straight to checkout. After checkout is completed, the status / effective date of the entity is updated in the system, as well as any notifications or associations to the user's account. The user is provided a confirmation of their order on screen and via email.

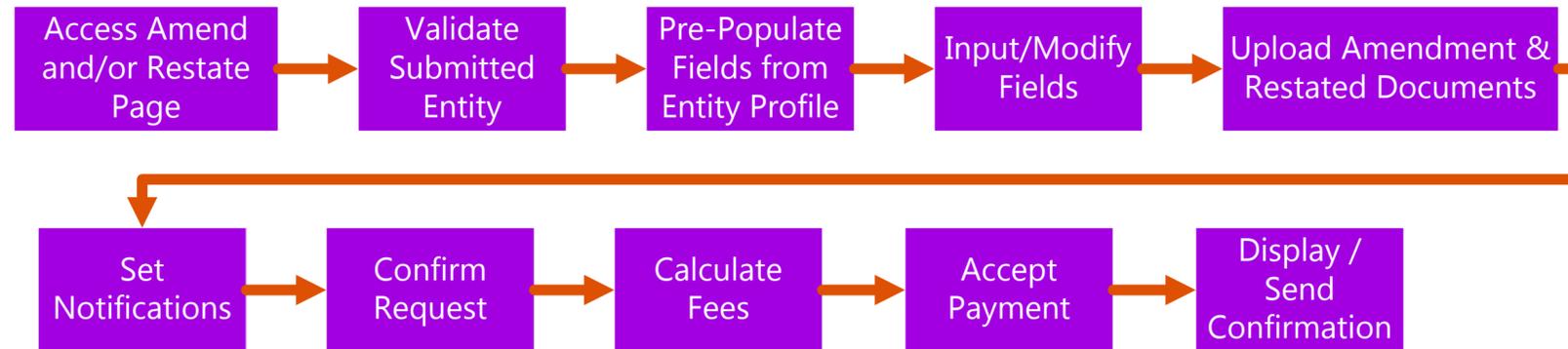


OSOS Redesign – Amend and/or Restate

Security Roles



Process Flow



Inputs

- User selects entity to amend
- System pre-populated fields from selected entity profile
- User modifies or inputs additional fields per business rules
- User can upload supporting documentation (e.g. IRS determination letter, legal action, fundraising contract, 990, file document from home state)
- User attests to which type of documents they're uploading
- User sets notifications
- User confirms request
- User submits payment

Sub-Processes

- Access Amend and/or Restate Page
- Validate Entity Submitted Must login first
- Pre-Populate Fields from Entity Profile
- Modify and/or Add Additional Fields
- Prompt for Any Upcoming Renewals/Changes
- Optional CFD Enrollment
- Upload Amendment and/or Restated Documents
- Set Notifications
- Confirm Request
- Calculate Fees
- Accept Payment
- Display / Send Confirmation to User

Outputs

- System transfers payment to third party
- System uploads documents and associates to entity
- System sets notifications / subscription for entity to account (if any changes)
- System displays / sends confirmation to user

User Scenario

A user wishes to submit an amendment and/or restated document for previously submitted documentation. The user accesses the Amend and Restate page and modifies or inputs the applicable entity (corporation or charity), which the system then verifies. Information already present in the entity profile is pre-populated in the current form, enabling the user to modify and enter the additional fields required to submit the request, including uploading of the amendment and restated documents per the business rules.

After the user sets their notifications and confirms their submission, they have the option to add the request to their cart or go straight to checkout. After checkout is completed, the status / effective date of the entity is updated in the system, as well as any notifications or associations to the user's account. The user is provided a confirmation of their order on screen and via email.

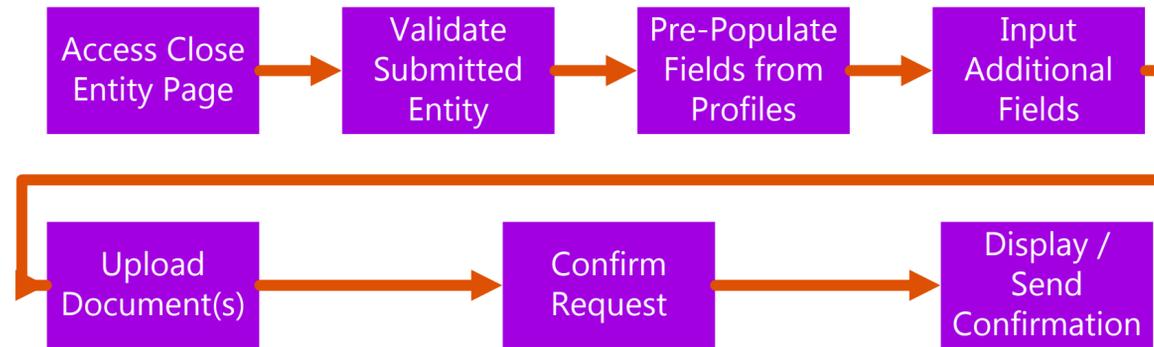
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OSOS Redesign – Close Entity

Security Roles



Process Flow



Inputs

- User selects entity to close
- System pre-populated fields from selected entity profile
- User provides Name & Address for service of process (Foreign)
- User inputs additional fields as required by business rules (Charities)
- User selects from drop-down and uploads Clearance Certificate (Profit/NP), Final 990 & AG Letter (Trust)
- User attests upload
- User confirms request

Sub-Processes

- Access Close Entity Page
- Validate Entity Submitted User must login first
- Pre-Populate Fields from Profiles (Entity & User Account)
- Modify/Input Additional Fields
- Upload Document(s)
- Confirm Request
- Display / Send Confirmation to User

Outputs

- System uploads documents and associates to entity
- System sets notifications / subscribes to entity to account (if any changes)
- System displays / sends confirmation to user
- OSOS validates closure of TM

User Scenario

A user wishes to close an entity, whether a business (**Dissolution**) or charitable organization (**Closure**), domestic or foreign (**Withdrawal**) or Trademark (**Cancel**). The user accesses the Entity Closure page and inputs the applicable entity (corporation or charity), which the system then verifies. Information already present in the entity profile is pre-populated in the current form, enabling the user to only enter the additional fields required to submit the request, including uploading of the clearance certificate from DOR if the entity selected is a corporation.

After the user sets their notifications and confirms their submission, they have the option to add the request to their cart or go straight to checkout. After checkout is completed, the status / effective date of the entity is updated in the system, as well as any notifications or associations to the user's account. The user is provided a confirmation of their order on screen and via email.

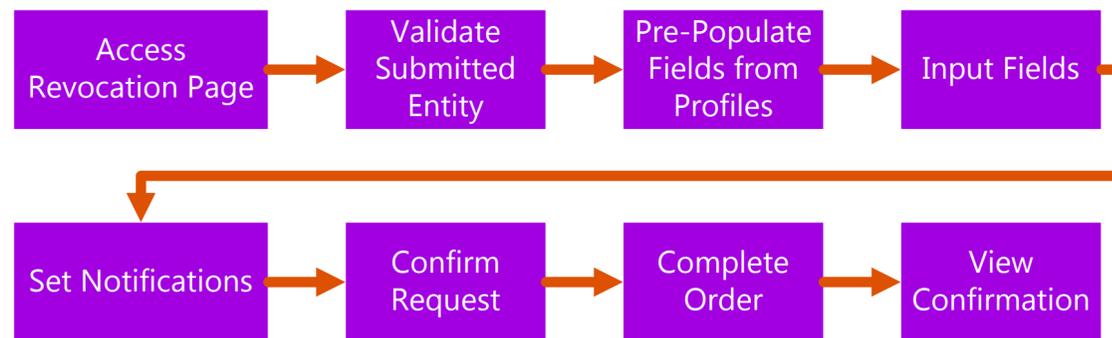
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OSOS Redesign – Revoke Dissolution

Security Roles



Process Flow



Inputs

- User selects entity
- System pre-populated fields from selected entity profile and user account
- User modifies/inputs additional fields
- User sets notifications
- User confirms request
- User submits payment

Sub-Processes

- Access Revoke Dissolution Page
- Validate Entity Submitted Must login first
- Reinstatement/Renew and/or Amend
- Naming Validation
- Pre-Populate Fields from Profiles (Entity & User Account)
- Input Additional Fields
- Set Notifications
- Confirm Request
- Complete Order
- View Confirmation

Outputs

- System transfers payment to third party
- System uploads documents and associates to entity
- System sets notifications / associates entity to account (if any changes)
- System displays / sends confirmation to user

User Scenario

A user wishes to reverse or revoke a voluntarily dissolved corporation. Within 120 days of dissolution, the user accesses the Revoke Dissolution page and inputs the applicable corporate entity, which the system then verifies. Information already present in the entity and user account profiles are pre-populated in the current form, enabling the user to only enter the fields required to submit the request.

After the user sets their notifications and confirms their submission, they have the option to add the request to their cart or go straight to checkout. After checkout is completed, the status / effective date of the entity is updated in the system, as well as any notifications or associations to the user's account. The user is provided a confirmation of their order on screen and via email.

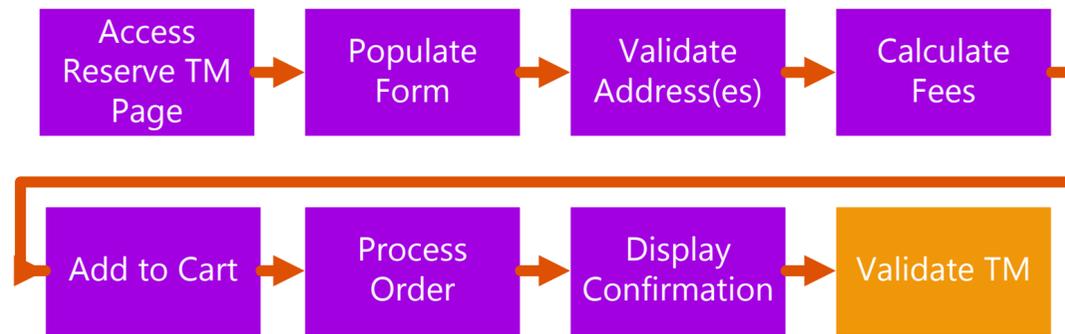
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OSOS Redesign – Reserve Trademark

Security Roles



Process Flow



Inputs

- User populates form with UBI, contact info, trademark info, and signature
- User is able to upload a sample (artwork accepted)

Sub-Processes

- Access Reserve TM Page
- Populate Form
- Validate Address(es)
- Calculate Fees (\$30 per classification)
- Add to Cart
- Process Order
- Display Confirmation
- Validate TM

Outputs

- Confirmation displayed / sent to user
- Registration request sent to OSOS Registration Queue to be validated for novelty

User Scenario

The user wishes to reserve a trademark and accesses the request form. The user first logs into their account so the contact information for “contact” is pre-populated in the request (still editable), but not the owner’s contact information. The user describes the trademark, has the option of uploading an original sample, classifies the trademark into one or many categories, and applies their signature to the request.

Upon submittal, the request is added to the cart and ready for order processing. After the purchase is complete, the trademark is populated in the system and the user is given a visual confirmation of their order.

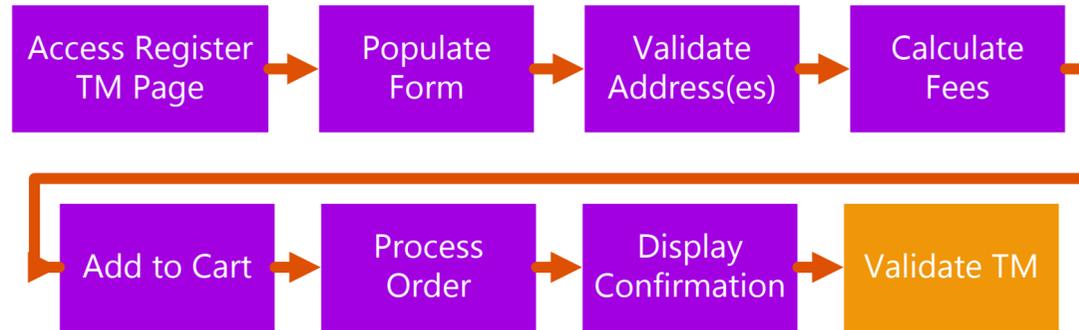
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OSOS Redesign – Register Trademark

Security Roles



Process Flow



Inputs

- User populates form with UBI (if applicable), contact info, trademark info, and signature
- User uploads three samples of trademark
- User attests that the trademark is used in commerce (see business rules)

Sub-Processes

- Access Register TM Page
- Populate Form
- Validate Address(es)
- Calculate Fees (\$55 per classification)
- Add to Cart
- Process Order (Account required)
- Display Confirmation

Outputs

- Confirmation displayed to user
- Registration request that are text only will be reviewed by system. If there is a logo, the application will be queued for staff review.

User Scenario

The user wishes to register a trademark and accesses the request form. The user first logs into their account so the contact information for "contact" is pre-populated in the request (still editable), but not the owner's contact information. The user describes the trademark, uploads three samples, classifies the trademark into one or many categories, and applies their signature to the request.

Upon submittal, the request is added to the cart and ready for order processing. After the purchase is complete, the trademark is sent to be manually verified by an OSOS employee.

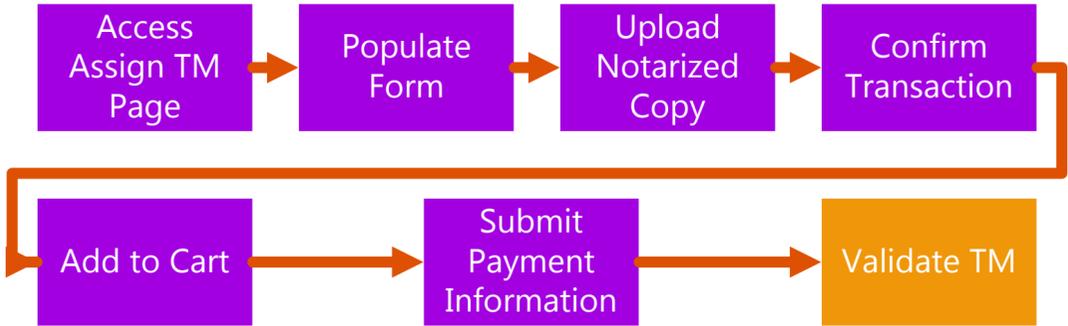
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OSOS Redesign – Assign Trademark

Security Roles



Process Flow



Inputs

- User searches for Trademark in system
- User populates form
- User confirms transaction

Sub-Processes

- Access Assign Trademark Page
- Populate Form
- Upload Notarized Copy
- Confirm Transaction (Would you like to purchase trademark assignment certificate?)
- Add to Cart
- Submit Payment Information

Outputs

- Previous owner no longer owns trademark, new owner does
- Information updated to system
- Confirmation displayed to user
- Request sent to OSOS for validation

User Scenario

A user has registered a trademark and wishes to assign ownership to a third party. The user uploads a notarized copy for the trademark assignment request and fills out all necessary information and adds the request to their cart for purchasing. After the order has been completed, ownership is officially assigned to the new owner.

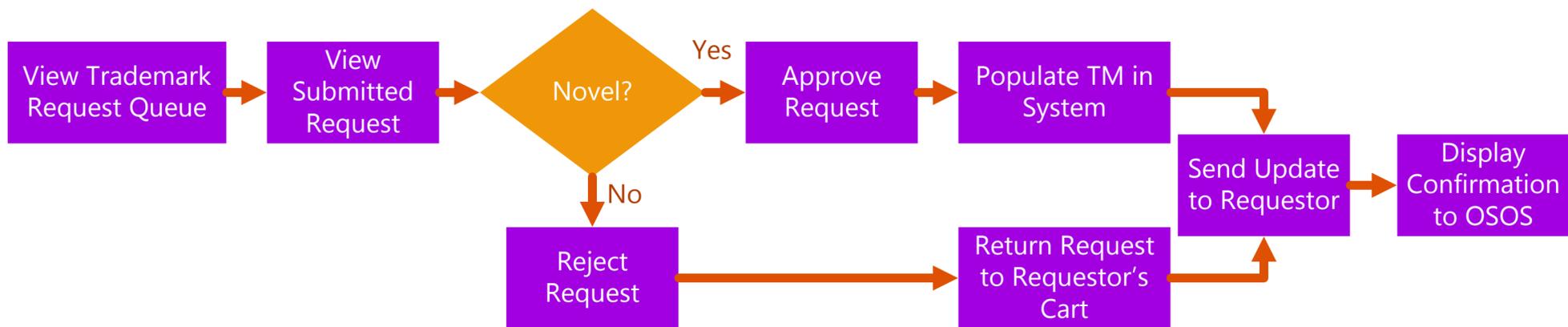
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OSOS Redesign – Validate Trademark

Security Roles



Process Flow



Inputs

- OSOS User accesses submitted request
- OSOS User approves or denies request

Sub-Processes

- View Trademark Request Queue
- View Submitted Request
- Approve Request
- Reject Request
- Return Request to Requestor's Cart
- Send Update to Requestor
- Display Confirmation to OSOS

Outputs

- Confirmation displayed to user
- Confirmation sent to requestor

User Scenario

All trademark registration requests that have not been automatically validated in the system are populated in an OSOS queue to be manually validated by OSOS staff. The user views a list of requests to be processed and selects a request to review. The user is able to view the entire contents of the request, including all data fields and attachments. Based on their review, the user can either approve or reject the request. If the request is approved, the request is finalized and populated in the system. If rejected, the request is sent back to the requestor's account with justification for rejection and instructions for resubmittal.

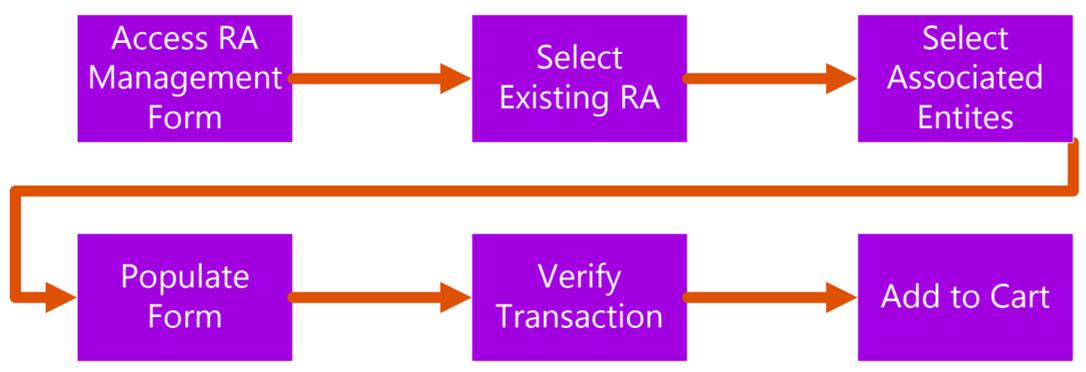
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OSOS Redesign – Manage Registered Agent Profile

Security Roles



Process Flow



Payment required? If not, is there any other details of verification we need to do before processing order in the cart?

Inputs

- User selects RA to change
- System or user populates form with contact information
- User populates form with agent consent provision, and signature
- User verifies transaction

Sub-Processes

- Access RA Management Form
- Select Registered Agent in System
- Select Associated Entities
- Populate Form
- Verify Transaction
- Add to Cart

This use case should be deleted

Outputs

- Confirmation displayed to user
- RA contact information updated for selected entities

User Scenario

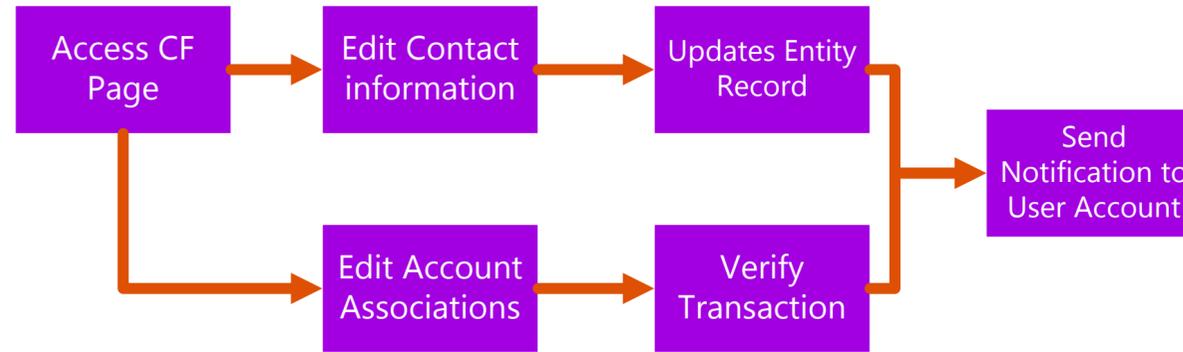
A registered agent wishes to update their contact information (or someone wishes to do so for a RA on their behalf). The user logs in and accesses the RA Management form (directly or from entity page via search or user console). The user looks up the Registered Agent or Commercial Filer profile they wish to change and confirms which entities to propagate the changes to. The user views their contact information from their user account that is pre-populated into the form but must manually populate the agent consent provision and signature. Before the request can be added to the cart, the user must verify the transaction details. After verification, the user submits their order in their cart and a confirmation is displayed. The RA contact information has now been updated for the selected entities.



Security Roles



Process Flow



Inputs

- User populates contact information
- User selects or deselects User Accounts associated

Sub-Processes

- Access CF Page
- Populate Form
- Add/Change CF associations

Outputs

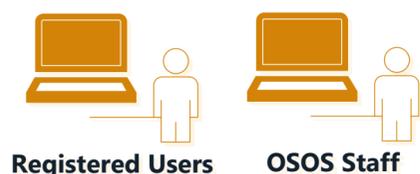
- User Account associated to Commercial Filer
- Email notification to associated User Accounts
- All database records for entities associated with CF are updated as applicable

User Scenario

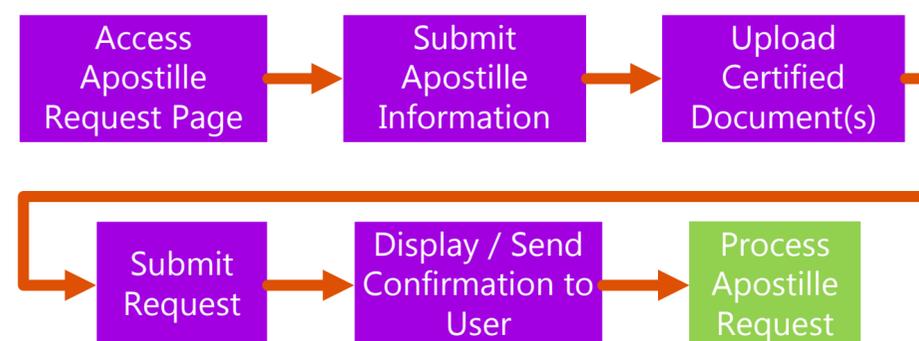
A commercial filer wishes to create/modify a profile, they will log into the system and select the Commercial Filer Account. The CF can then select to create/change their profile to include contact information and user account associations. The CF profile will list all entities associated with the CF (the entity associations are made via a formation or change use case).



Security Roles



Process Flow



Inputs

- User provides country of destination and contact info
- User uploads notarized documents
- User selects from a list as to the type of document
- User provides mail to address

Sub-Processes

- Access Apostille Request Page
- Submit Apostille Information
- Upload Certified Document(s)
- Submit Request
- Display / Send Confirmation to User

Outputs

- Confirmation displayed / sent to user
- Request sent to OSOS queue to be validated

User Scenario

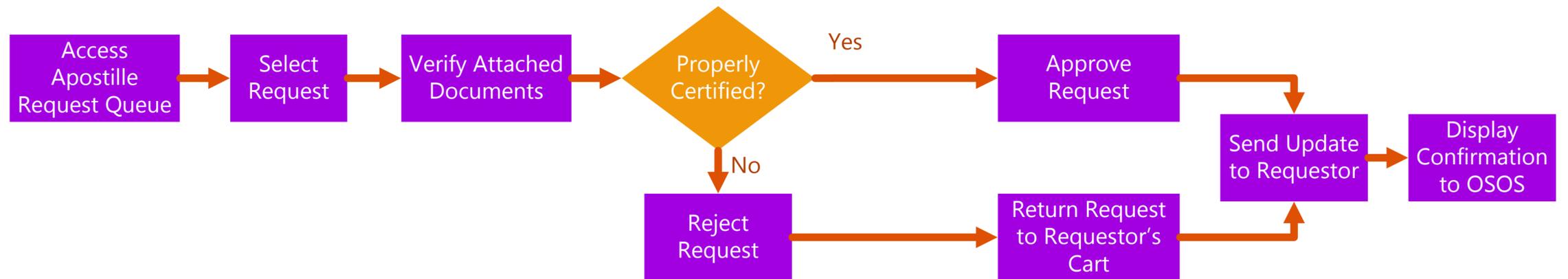
A user wishes to receive an apostille / authentication of documents from OSOS. The user first must have the original documents notarized or certified by a Washington State Public Official. The user navigates to either the main OSOS site or OSOS Corporations sub-site and navigates to the Apostilles page. The user provides their country, requestor information (Name, Address, City/State/Zip, and Phone No#), and then uploads their certified documents, and is forwarded to payment processing to finalize their request.

Upon submission, the request is forward to an OSOS queue so that the documents can be manually validated as certified documents.

Security Roles



Process Flow



Inputs

- User selects request
- User opens documents
- User approves or rejects the request

Sub-Processes

- Access Apostille Request Queue
- Select Request
- Verify Notary
- Verify Attached Documents
- Approve Request
- Reject Request
 - Provide justification for rejection
- Return Request to Requestor's Cart
- Send Update to Requestor
- Display Confirmation to OSOS

Outputs

- If approved, populate Apostille in system for querying
- If rejected, return request to Requestor's cart
- Any scenario, notify requestor of action
- Display confirmation to OSOS user

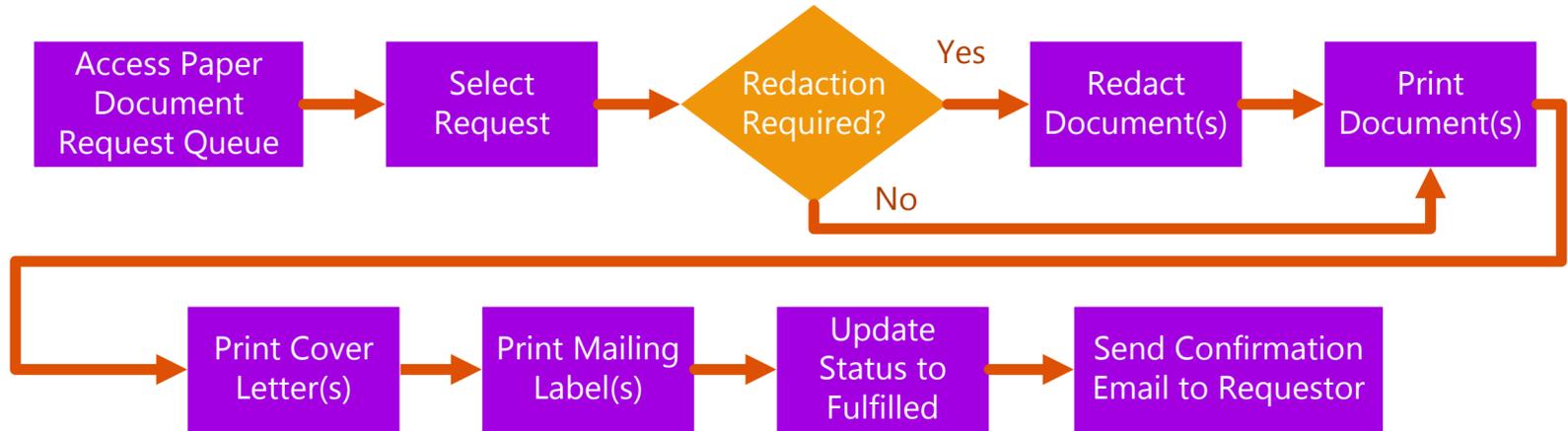
User Scenario

A user has submitted a request for an Apostille of certified documents. The OSOS user accesses the Apostille request queue on the OSOS console and selects the request. The request page displays the form information submitted by the user and attached documents. The user reviews the information, opens the documents, and validates they are properly certified. The user decides to approve the request, which populates the Apostille in the system, and given a unique ID, which is then provided to the requestor via notification. If the user decided to reject the Apostille request due to improper documentation, the request would be populated back in the requestor's cart and requestor notified of the rejection.

OSOS Redesign – Process Paper Document Request

Process Flow

Security Roles



Inputs

- Customer contact information provided during the accept payment process
- Selected documents and quantities
- User can provide multiple addresses to mail copies

Sub-Processes

- Access Paper Document Request Queue
- Select Request
- Redact Document(s)
- Print Document(s)
- Print Cover Letter(s)
- If request includes redacted documents insert template language
- Includes Request Reference Number
- Print Mailing Label(s)(Optional)
- Update Status to Fulfilled
- Send Confirmation Email to Requestor

Outputs

- Documents mailed to requestor
- Confirmation email sent to requestor
- Visual confirmation to user
- Status updated from submitted to fulfilled in system
- Long Forms sent to Paper request queue

User Scenario

A user has submitted a request for either certified or non-certified paper document copies. The user can already download non-certified copies of publically available documents and can download certified copies as well. This scenario covers customers who still wish to have paper copies mailed, whether certified or non-certified.

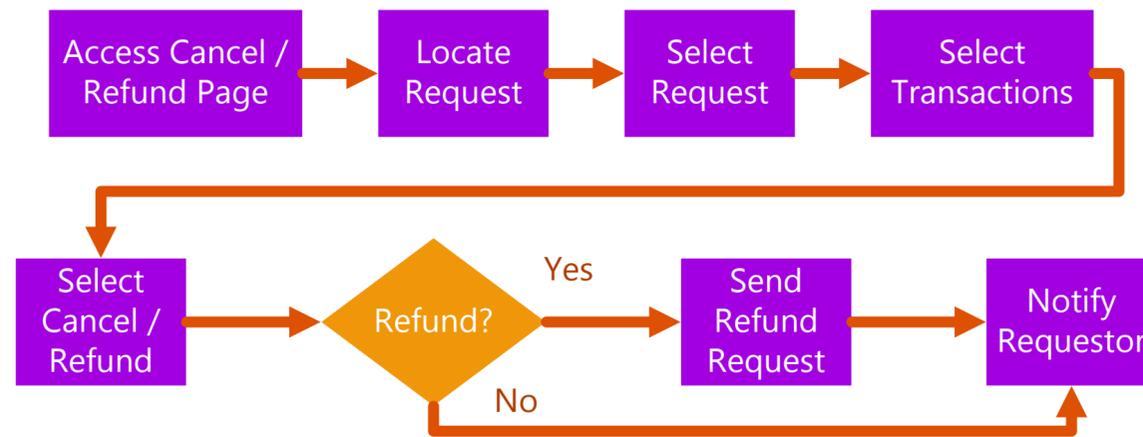
After the request has been submitted into the system, the OSOS user accesses the paper document queue on the OSOS console and selects a request. In the request, the user should see all contact information provided by the user during the accept payment process as well any documents and quantities requested on the same screen. The user selects the option to print all requested documents, print mailing labels for envelopes, prepares the documents to be mailed, and updates the status of the request to fulfilled, which is visually verified on screen. Once fulfilled, a confirmation email is sent to the requestor informing them that their paper document request is on the way.



Security Roles



Process Flow



Inputs

- User inputs UBI, transaction ID or type to locate request
- User can select individual items within a request to refund
- User confirms refund request

Sub-Processes

- Access Cancel / Refund Page
- Locate Request
- Select Request
- Select Transactions
- Select Cancel and/or Refund
- Send Refund Request to Payment Processor
- Notify Requestor

Outputs

- Confirmation displayed to user
- If Refund, request sent to third party
- If Canceled, request reversed out of system
- Email/Standard mail sent to requestor informing them of change

User Scenario

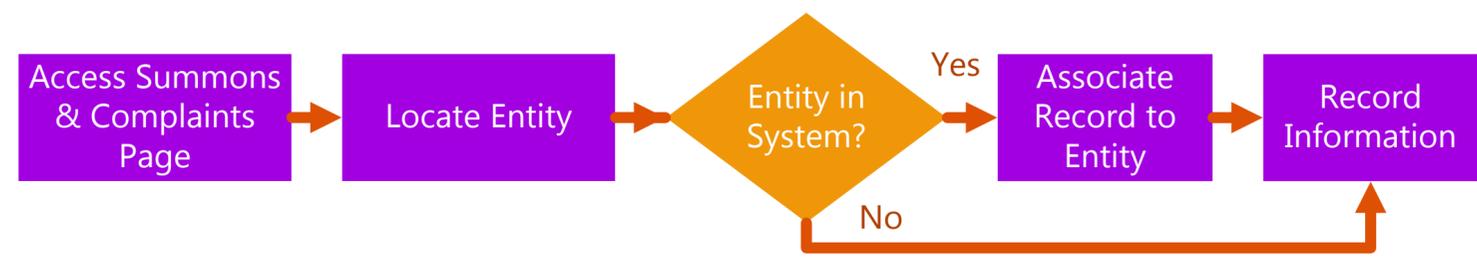
A user requires a cancellation and/or refund on a request. The OSOS user accesses the refund screen, viewing all requests in the system. The user is able to search for the request by UBI, FEIN, Registration number, Name of requestor, or transaction ID / type. The contents of the request are displayed to the user, including all information from the checkout screen (w/ CC data masked). The user selects which transactions from the request to be cancelled/ refunded, confirms the request, and the user sees a confirmation that the request was submitted.

Upon submittal, a request is sent to the payment processor to refund the selected line item transactions if applicable. An email/standard mail is sent from OSOS to the requestor informing them of the cancellation and/or refund.

Security Roles



User Scenario



Inputs

- Make an update in system of: Date Accepted; Against Corp / individual; Plaintiff Last and First Name; Defendant Last and First Name; File Remarks, and status of submittal (i.e. partial or complete)
- User gathers the following:
 - Registered or unregistered entity
 - Multiple addresses
 - Agent unavailable
 - Small Claims

Sub-Processes

- Access Summons & Complaints Page
- Locate Entity
- Associate Record to Entity
- Record Information
- summons number (system generated)

Outputs

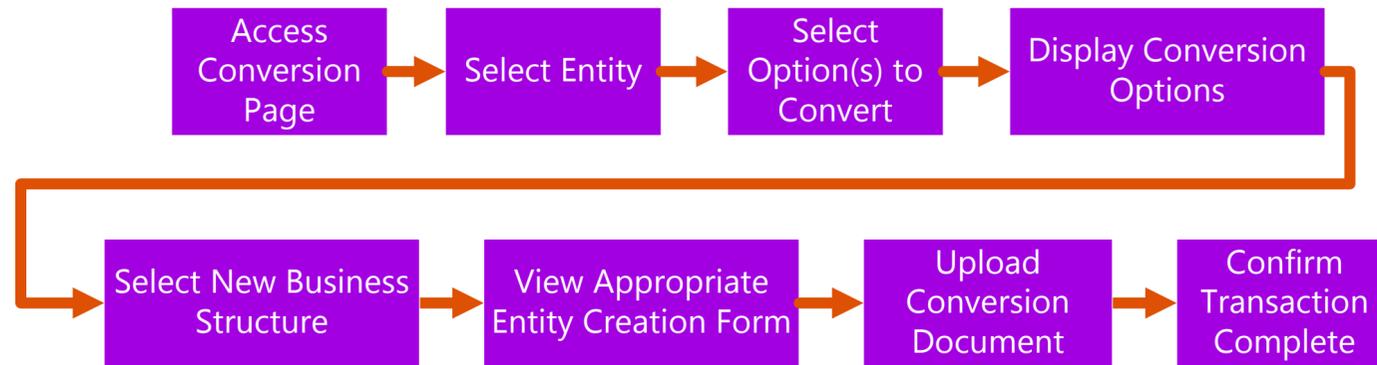
- Confirmation displayed to user
- Record created in database
- Record searchable via same page query and universal search
- Summons Number

An OSOS staff member accesses the OSOS portal and navigates to the Summons and Complaints page to enter information related to a received Summons or Complaint or any other legal document. The user attempts to locate the entity/individual in the system and if found is able to associate the summons / complaint to the entity. Regardless of the status the entity/individual in the system, the user documents information related to the paper documents and indicates whether the documentation is complete or partial, requiring following up with the sender.

Security Roles



Process Flow



Inputs

- Select Entity to convert
- Select Business Structure and/or State for conversion
- Upload appropriate Conversion document

Sub-Processes

- Access Conversion Page
- Select Entity
- Verify Active Status
- Display Conversion Options
- Select New Business Structure / State
- View Appropriate Entity Creation Form
(List of items that can be changed during conversion)
- Upload Conversion Document
- Confirm Transaction Complete

Outputs

- Entity updated in system
- Uploaded document associated to selected entity profile
- Confirmation (Certificate of Conversion) displayed to user

User Scenario

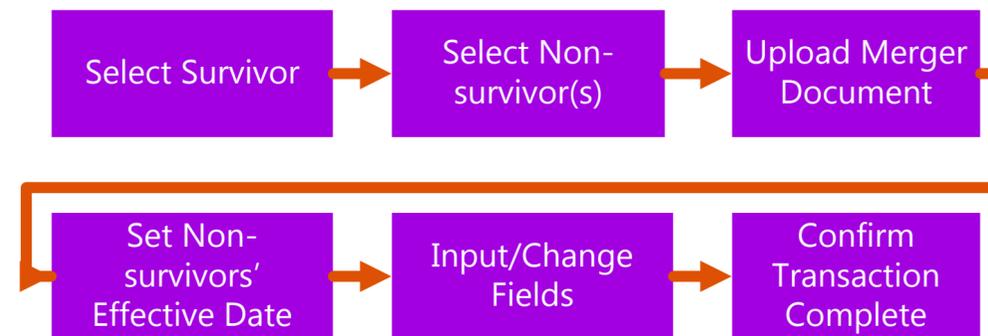
A user has contacted OSOS with a request to convert their organization to a different structure/domicile. The user accesses the OSOS console, selects the desired entity and option to convert. The system determines which conversion options are available for the selected entity, and the user selects the requested structure to convert to.

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Security Roles



Process Flow



Inputs

- Select Survivor
- Select Non-survivor(s)
- Upload Merger document (Corporation) or 990 (Charitable Orgs)

Sub-Processes

- Select Survivor
- Select Non-survivor(s)
- Upload Merger Document
- Set Non-Survivor(s) Effective Date
Default = Filing Date
- Input/Change Fields
- Confirm Transaction Complete

Outputs

- Non-survivors' profiles associated to survivor profile
- Effective date set for non-surviving entities
- Confirmation (Merger Certificate or Letter) displayed to user
- Merger certificate or letter associated to all involved entities

User Scenario

A user has contacted OSOS with a request to merge multiple organizations. The user accesses the OSOS console, selects the desired entities to merge, and selects the option to implement a merger. The user selects the surviving entity, enters in any other necessary information, and submits the claim into the system.

The staff will be allowed to lookup the surviving company, then look up the UBI/EIN of the non-survivor 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:

- o All non-survivors set new Effective To Date (default is filing date)
- o Merger Effective Date may be date of filing or may be delayed up to 90 days

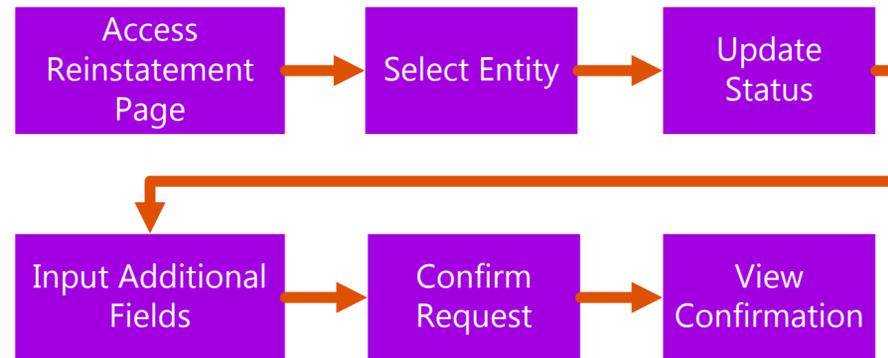
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OSOS Redesign – Reinstate Organization

Security Roles



Process Flow



Can this use case be combined with the renewal function? If an OSOS employee (or why not any user) wishes to reinstate an organization, they can simply renew the org and pay any additional fees based its status and delinquency date?

Inputs

- User selects entity
- User updates status from dissolved to "active" status
- User uploads documents
- User updates/inputs additional fields
- User confirms request

Sub-Processes

- Access Reinstatement Page
- Validate Entity
- Update Status
- Validate Modified Fields
- Confirm Request
- Display Confirmation

This use case should be automated and any registered user can perform

Outputs

- System updates status of entity
- System sends confirmation to submitter(s)

User Scenario

A user has contacted OSOS with a request to reinstate/reregister their organization. The user accesses the OSOS console, selects the desired entities to reinstate/reregister, and selects the option to reinstate/reregister. The user updates the status of the organization from "administratively dissolved" to "active" and confirms their submission, or "voluntarily/involuntarily closed" with charities.

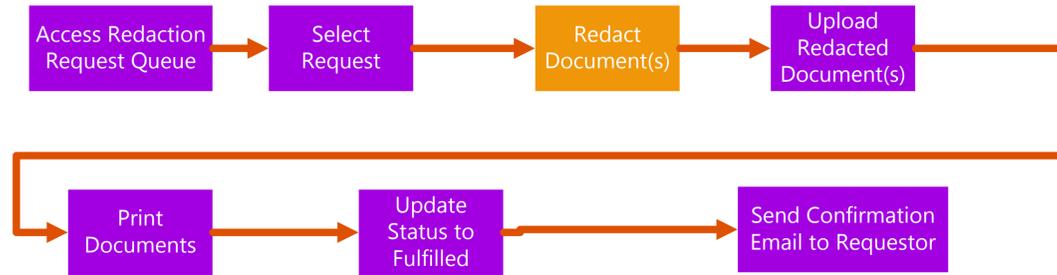
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OSOS Redesign – Redaction

Security Roles



Process Flow



Inputs

- Customer contact information provided during the accept payment process
- Selected original documents and quantities
- User can provide multiple addresses for mailed copies (email or standard mail)

Sub-Processes

- Access Redaction Request Queue
- Select Request
- Redact Document(s)
- Upload Redacted documents to system
- Document preview provided for user to confirm
- Print Document(s) (Optional)
- Print Cover Letter(s)
- If request includes redacted documents insert template language
- Includes Request Reference Number
- Print Mailing Label(s)(Optional)
- Update Status to Fulfilled
- Send Confirmation Email to Requestor

Outputs

- Redacted Document is uploaded to system
- Documents mailed to requestor
- Confirmation email sent to requestor
- Status updated from submitted to fulfilled in system

User Scenario

A user has submitted a request for a secure document(Charity program document with the exclusion of Bond, Fundraiser Contract, IRS Determination letter or previously redacted information). Request is sent to the staff queue. OSOS staff accesses console and selects from the queue and redacts certain information and then staff uploads the redacted document. Upon completion any requested copies that need to be mailed will be processed.

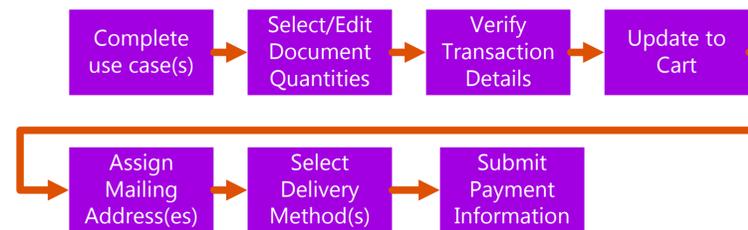


OSOS Redesign – Shopping Cart Shipping Preferences

Security Role



Process Flow



Inputs

- User performs other use cases resulting in transaction(s)
- User selects number of copies per document
- User selects delivery method (electronic/standard)
- User verifies transaction
- User assigns address(es) to copies by document type and can split between quantities

Sub-Processes

- Select Document(s)
- Select Document Quantities
- Select Delivery Method(s)
- Verify Transaction Details
- Add to Cart
- Assign Mailing Address(es)
- Submit Payment Information as applicable

Each shopping cart transaction supports a single shipping address. If user desires multiple shipping address, they will have to complete multiple shopping cart transactions

At shopping cart, prompt user to checkout as "guest" or login to their account

Outputs

- Confirmation displayed to user
- Request sent to OSOS queue for processing if applicable
- Transaction Record is transmitted to OSOS Revenue
- Requested Documents are delivered as prescribed

User Scenario

The user will select the desired transactions to include monetary and free services provided by OSOS. The user then selects delivery option desired (electronic or standard). When the user views the shopping cart, the proper fees are reflected. The user selects mailing addresses, electronic or standard, for where they wish the document to be delivered. The user proceeds to checkout and completes the payment process and sees a confirmation screen.

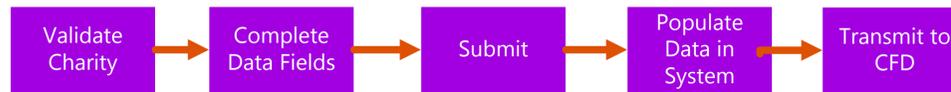
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OSOS Redesign – Register For Combined Fund Drive

Security Roles



Process Flow



Inputs

- User inputs desired entity name, UBI, FEIN, Charity registration number
- User provides necessary contact information for charity development (Name, Email, phone)
- User provides financial contact information (Name, Email, phone)
- User Provides Statewide Vendor ID
- User will specify category of service
- User will list all counties that they operate within

Sub-Processes

- Validate Charity
 - Is the name already in our database?
- Process Enrollment Request
- Populate Data in System (can include zero to multiple AKAs)

Outputs

- Confirmation displayed / sent to user
- Data registered in system
- Data is routinely submitted to CFD

User Scenario

The user wishes to register for the combined fund drive. The user enters in their charity or "AKA" name into the entry field. The system will then search for the charity and provide the charity record. User inputs required fields to include development contact information (specific to the AKA), financial contact information (specific to the AKA), category of service specific to the AKA, statewide vendor ID associated with the charity and a list of all counties they operate within specific to the AKA. The user will also provide all "also known as" names for reference. Upon submission the system will validate that the charity is registered in WA state and will process the submission.

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