Corporations and Charities System

Staff Console User Stories

April 2015

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Document Revision History

Version	Date	Description
0.10	4/9/2015	Receive – Mailed Filings user stories draft.
0.11	4/12/2015	Receive – Front Counter user stories draft.
0.12	4/14/2015	Fulfill user stories draft.
0.13	4/16/2015	Document Management and Exceptions user stories draft.
0.14	4/21/2015	Search, Print Queue, and Phone Team user stories draft.
0.15	4/22/2015	Reports and Admin user stories draft.
1.0	5/11/2015	Final draft, submitted for final approval.

1   INTRODUCTION

1.1   Purpose

The Corporations and Charities System Staff Console User Stories document captures details of how users will perform common activities in the Corporations and Charities System. Most of the user story descriptions employ wireframe images to illustrate the user activities, while other user stories present descriptions of system back-end functionality that supports the activities.

1.2   Scope

The Corporations and Charities System as designed will not limit users to the particular user stories depicted in this document. These user stories are intended to provide a solid but not exhaustive overview of the activities expected to be supported by the system.

1.3   Resources

The user stories contained in this document are based upon:

- Information gathered during numerous deep-dive sessions with Corporations and Charities Division staff to observe current business processes;

- Identification of common problems with current processes;

- Desired changes to current processes that have been expressed by management and line staff;

- Industry best practices; and

- Feedback received from Corporations and Charities Division staff during initial wireframe reviews.

1.4   Constraints and Considerations

The following constraints and considerations apply to the user stories presented in this document:

- As a rule, each wireframe is presented only once in this deliverable, though there are instances where a wireframe appears multiple times either with variations, or to point out a screen element that was not described in an earlier user story that contained the wireframe. Most user stories contain one or more references to wireframes presented in earlier user stories.

- Most wireframes contain only dummy data except when it is necessary to show realistic data. For example, most ID numbers and dates are comprised of all zeros. Additionally, the order and item ID number formats shown in the wireframes do not necessarily reflect what those formats will be in the final system.

1.5   References

The following references were used in the development of the Staff Console User Stories document:

- Observations and notes taken during deep-dive sessions with division staff.

- Notes taken during meetings with senior staff.

- Change requests and additional information received from division senior and line staff during initial wireframe reviews.

1.6   Document Maintenance

This document will be updated during the project period should Corporations and Charities Division identify any desired changes to its future business processes.

This document contains a revision history log. When changes occur, the document's revision history log will reflect an updated version number. The date, the owner making the change, and the change description will also be recorded in the revision history log.

2   RECEIVE USER STORIES – MAILED FILINGS

This section presents user stories for Receive activities performed by users as they process received paper mail.

2.1   User Creates an Order with One Item and One Payment – No Exceptions

2.1.1   Description

User Story #	Story Action
US001	A user receives a piece of mail containing one filing and one payment. The user creates a new order, adds the item to the order, and enters the payment information. The payment amount matches the item cost.

2.1.2 Wireframes

2.1.2.1 Create New Order

| Receive | Fulfill | Admin | Reports | Search |

Current Order

Orders

Exceptions/Holds

Welcome Jerry! You have no current orders.

RECEIVE DATE: 00/00/00 [calendar icon] (Today)

Create New Order

Pending Order

The default view for mail processing staff is the Current Order tab. The user starts the order creation process by clicking the Create New Order button on this tab (see arrow).

Other elements on this tab include the Pending Order button, the current batch count data and buttons for ending the batch and closing all batches, and the Receive Date field.

CURRENT BATCH #: 1   01/01/01   J. Smith

TOTAL ORDERS: (0)   **TOTAL RECEIVED:** $ 0.00
Total Expedited Items: (0)

PAYMENT TYPE	ORDERS	TOTAL	
CASH:	0	$ 0.00	View Batches
CHECK:	0	$ 0.00	
CREDIT:	0	$ 0.00	
M-O:	0	$ 0.00	End Batch

TOTAL BATCHES: (0)
TOTAL ORDERS IN ALL BATCHES: (0)   Close Batches

2.1.2.2 Enter Entity and Item Details and Payment Information

When the user clicks Create New Order, the system displays a blank order page. By default, the page contains data entry areas in which to enter the service or services being purchased by the customer (referred to as work items, or items for short), and for recording the customer's payment information.

Receive	Fulfill	Admin	Reports	Search

Current Order
Orders
Exceptions/Holds

ORDER: 000-000   **Receive Date: 00/00/00**   **TOTAL: $ 0**

Item: 3570001

| UBI, FEIN, Acct # | Entity Name or Requested Name | AMOUNT: $ 0 |
| (Optional) | | |

Category   Subcategory   Service

☐ Exception   ☐ Expedite

Add/View Notes   Print Barcode   Add Item

Payment Information   **Balance Due: $ 0**

Payer Name   Payment Method

Address 1:   Payment Amount $ 0.00   Delete Payment

Address 2:

Zip: City: State: WA

Country: United States   Add Payment

Complete Order   Cancel Order

In this user story, the user enters a single item that is paid for with a single payment. If the customer already has an entity ID, the user enters the ID in the field provided. When the user tabs out of the field, the customer's entity name is auto-filled (and read-only), and the entity's category and subcategory are auto-filled (but editable). The user selects the service being requested (e.g., an annual report), after which the system displays the cost of the service and the balance due. The user clicks Print Barcode to print a barcode sheet for the filing document. This barcode is used to index the document to the work item in the system during scanning.

The user then enter's the payer's information in the field provided. The user then selects the payment method (Check, Credit Card, Money Order, or Cash). For Check or Money Order, fields are displayed for entering the check/MO number and date, and an Endorse button is displayed. The user places the check or money order in their validator machine and clicks Endorse to endorse the payment. For Credit Card, fields are displayed for entering the name on the card and the card number. The user then types the enclosed payment amount in the Payment Amount field. When the user tabs out of the field, the system re-calculates the balance due. In this user story, the customer has paid in full and the balance due is $0. The user then clicks the Complete Order button.

2.1.2.3 Complete Order

| Receive | Fulfill | Admin | Reports | Search |

Current Order
Orders
Exceptions/Holds

Welcome Terry! You have no current orders.

RECEIVE DATE: 00/00/00 📅 (Today)

Create New Order ...

Pending Order

When the user clicks Complete Order, the system closes the order form and the default view of the Current Order tab is displayed. The just-completed order is reflected in the batch information shown on the tab.

CURRENT BATCH #: 1   **01/01/01**   **J. Smith**

TOTAL ORDERS: (1)   TOTAL RECEIVED: $ 180.00
Total Expedited Items: (0)

PAYMENT TYPE	ORDERS	TOTAL
CASH:	0	$ 0.00
CHECK:	1	$ 180.00
CREDIT:	0	$ 0.00
M-O:	0	$ 0.00

View Batches

End Batch

TOTAL BATCHES: (1)
TOTAL ORDERS IN ALL BATCHES: (1)

Close Batches

2.1.3   Non-UI Requirements

2.1.3.1 Entity ID is Leveraged

When an entity ID is entered for an item, the ID is leveraged in two ways:

1. When applicable, the system will auto-fill form fields with the latest data on file for the entity.

2. The ID can be used to locate the item in the system even before the item has completed the Fulfill process.

2.1.3.2 Entity Name is Leveraged

When an entity name has been entered for an item (automatically or manually), the entity name can be used to locate the item in the system even before the item has completed the Fulfill process.

2.1.3.3 Completed New Order Items are Placed into a Pending State

Once a new order is completed, its work items are placed into a pending state in the system, where they wait for their corresponding paper documents to be scanned.

2.1.3.4 Barcode Sheet Includes Human-Readable Text

In addition to the barcode, the barcode sheet contains human-readable text. The specific human-readible to be included will be determined by SOS, based on what information will be most useful to SOS staff.

2.1.3.5 Scanned Documents are Automatically Indexed to Work Items

When each work item is entered into the system, the user prints a corresponding barcode sheet that is placed on top of the document associated with that item. When the document is scanned, the scanning software reads the barcode and automatically indexes the document image to the work item. Once the system pairs a work item with a document image, the work item is released from its pending state into either the Fulfill or Exception worklist for processing, depending on whether or not any exceptions were found in the item or order during the Receive phase.

2.2 User Creates an Order with Two Items and One Payment – No Exceptions

2.2.1 Description

User Story #	Story Action
US002	A user receives a piece of mail containing two filings and one payment. The user creates a new order, adds the items to the order, and enters the payment information. The payment amount matches the item cost. This user story is representative of any scenario in which an order contains multiple filings.

2.2.2 Wireframes

2.2.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.2.2.2 Enter Item Details for First Item

The user enters the item details for the first work item, as already detailed in Section 2.1.2.2 on page 5.

The user then clicks the Add Item button.

2.2.2.3 Add Second Item and Payment Information

Receive	Fulfill	Admin	Reports	Search

Current Order

Orders

Exceptions/Holds

ORDER: 000-000   Receive Date: 00/00/00   TOTAL: $ 0

Item: 3570001   ENTITY NAME   UBI# 000-000-000

Category   Subcategory   Service   □ Expedite   AMOUNT: $ 0   ⊞

Item: 3570002

UBI, FEIN, Acct #   Entity name or requested name   AMOUNT: $ 0
(Optional)

Category   Subcategory   Service   ...   □ Exception

Add/View Notes   Print Barcode   Add Item

Payment Information   **Balance Due: $ 0**

Payer Name   [   ]   Payment Method   [▼]

Address 1:   [   ]   Payment Amount $ [0.00]   Delete Payment

Address 2:   [   ]

Zip: [   ] City: [   ] State: [WA ▼]

Country: [United States   ▼]   Add Payment

Complete Order   Cancel Order

When the user clicks Add Item on the first item, a new item section is added and the section for the first item is partially collapsed to save vertical space on the screen. The first item can be expanded again by clicking its expander button (see arrow).

This same behavior is repeated for each new item that is added to the order.

Each additional item is entered in the same fashion already detailed in Section 2.1.2.2 on page 5, as is payment information.

Receive	Fulfill	Admin	Reports	Search

This wireframe is an alternate view, showing the first item's section expanded again.

Current Order
Orders
Exceptions/Holds

ORDER: 000-000   **TOTAL: $ 0**

Item: 3570001

UBI, FEIN, Acct #	Entity name or requested name		AMOUNT: $ 0	−

(Optional)

Category   Subcategory   Service

▼   ▼   ▼   ...   ☐ Exception   ☐ Expedite

Add/View Notes   Print Barcode

Item: 3570002

UBI, FEIN, Acct #	Entity name or requested name	AMOUNT: $ 0

(Optional)

Category   Subcategory   Service

▼   ▼   ▼   ...   ☐ Exception   ☐ Expedite

Add/View Notes   Print Barcode   Add Item

Payment Information   **Balance Due: $ 0**

Payer Name [   ]   Payment Method [▼]

Address 1: [   ]   Payment Amount $ [0.00]   Delete Payment

Address 2: [   ]

Zip: [ ] [ ] City: [   ] State: [WA ▼]

Country: [United States ▼]   Add Payment

Complete Order   Cancel Order

2.2.2.4 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.2.3 Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 2.1.3 on page 7.

2.3   User Creates an Order with One Item and Two Payments – No Exceptions

2.3.1   Description

User Story #	Story Action
US003	A user receives a piece of mail containing one filing and two payments. The user creates a new order, adds the item to the order, and enters the payment information. The total of the multiple payment amounts matches the item cost.
	This user story is representative of any scenario in which an order is accompanied by multiple payments.

2.3.2   Wireframes

2.3.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.3.2.2 Enter Entity and Item Details and First Payment

The user enters the item details for the work item, and the payment information for the first payment, as already detailed in Section 2.1.2.2 on page 5.

The user then clicks the Add Payment button.

2.3.2.3 Add Second Payment

Receive	Fulfill	Admin	Reports	Search

Current Order
Orders
Exceptions/Holds

ORDER: 000-000   **Receive Date: 00/00/00**   **TOTAL: $ 0**

Item: 3570001

UBI, FEIN, Acct #	Entity name or requested name	AMOUNT: $ 0
(Optional)		

Category   Subcategory   Service   ...   ☐ Exception   ☐ Expedite

Add/View Notes   Print Barcode   Add Item

Payment Information   **Balance Due: $ 0**

Payer Name [   ]   Payment Method [Check ▼]   Payment Amount $ [0.00]   ⊞

Payer Name [   ]   Payment Method [▼]

Address 1: [   ]   Payment Amount [$0.00]   Delete Payment

Address 2: [   ]

Zip: [ ][ ] City: [   ] State: [WA ▼]

Country: [United States ▼]   Add Payment

Complete Order   Cancel Order

When the user clicks Add Payment on the first item, a new payment section is added and the section for the first payment is partially collapsed to save vertical space on the screen. The first payment can be expanded again by clicking its expander button (see arrow).

This same behavior is repeated for each new payment that is added to the order.

Each additional payment is entered in the same fashion already detailed in Section 2.1.2.2 on page 5.

For this user story, the combined payment amounts of the two entered payments result in a balance due of $0.

Receive   Fulfill   Admin   Reports   Search

Current Order
Orders
Exceptions/Holds

ORDER: 000-000   **Receive Date: 00/00/00**   **TOTAL: $ 0**

Item: 3570001

UBI, FEIN, Acct #   Entity name or requested name   AMOUNT: $ 0
(Optional)

Category   Subcategory   Service
...   ☐ Exception   ☐ Expedite

This wireframe is an alternate view, showing the first payment's section expanded again.

Add/View Notes   Print Barcode   Add Item

Payment Information   **Balance Due: $ 0**

Payer Name   Payment Method   ⊟
Address 1:   Payment Amount $0.00   Delete Payment
Address 2:
Zip: City: State: WA
Country: United States

Payer Name   Payment Method
Address 1:   Payment Amount $0.00   Delete Payment
Address 2:
Zip: City: State: WA
Country: United States   Add Payment

Complete Order   Cancel Order

2.3.2.4 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.3.3   Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 2.1.3 on page 7.

2.4   User Creates an Order with a Balance Due Exception

2.4.1   Description

User Story #	Story Action
US004	A user creates an order for which the payment amount received is less than the total cost of the order. The user completes the order, resulting in a Balance Due exception being triggered by the system.

2.4.2   Wireframes

2.4.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.4.2.2 Enter Entity and Item Details and Payment Information, System Displays Balance Due

Receive	Fulfill	Admin	Reports	Search

Current Order

Orders

Exceptions/Holds

ORDER: 000-000   **Receive Date: 00/00/00**   **TOTAL: $ 180.00**

Item: 3570001

UBI, FEIN, Acct #   *(Optional)*   Entity name or requested name   AMOUNT: $ 180.00

Category   Subcategory   Service   ☐ Exception   ☐ Expedite

Add/View Notes   Print Barcode   Add Item

The user enters the item and payment information as already detailed in Section 2.1.2.2 on page 5.

In this user story, the customer's payment ($90) is less than the total balance due ($180). The system displays a warning message below the Complete Order button apprising the user that the order still has a balance due (see arrow). If the user completes the order with a balance due, the order is moved to the Exceptions worklist once the documents associated with the order's items are scanned and indexed.

If in this user story, the user were to enter a second payment of $90, the balance due would drop to $0 and the message below the Complete Order button would disappear.

Payment Information   **Balance Due: $ 90.00**

Payer Name   Payment Method

Address 1:   Payment Amount $ 90.00   Delete Payment

Address 2:

Zip: City: State: WA

Country: United States   Add Payment

Complete Order   Cancel Order

⚠ Completing this order with a balance due will send the order to exception handling.

Message as shown in wireframe is: "Completing this order with a balance due will send the order to exception handling."

2.4.2.3 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.4.3   Non-UI Requirements

2.4.3.1 Order Completed with Balance Due is Routed to Exception Handling

An order that is completed with a balance due is placed into an exception state and appears in the Exception worklist.

2.5   User Creates an Order with an Item Exception

2.5.1   Description

User Story #	Story Action
US005	A user creates an order for an item, and when reviewing the item for completeness discovers that the item contains an exception. The user flags the exception and completes the order, triggering an exception in the system.

2.5.2   Wireframes

2.5.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.5.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 2.1.2.2 on page 5.

2.5.2.3 Enter Exception

When a user is entering an item, the user can optionally click the Exception link (the word "Exception" on the Exception check box control) to open the Possible Exceptions modal (see arrow), which contains a list of possible exceptions that can exist on the selected item.

A less-experienced user can review the list of possible exceptions and select the check box of any that apply to the item. A more-experienced user might already know what to look for and only open the list if they know they need to flag an exception. Exceptions could be for particular missing information, missing documents, a missing signature, etc. (These are shown as just Exception 1, Exception 2, etc., in the wireframe.

The exception types listed in the Possible Exceptions modal could be either a static list of common exception types that SOS wants mail processing staff to check for, or the list could be dynamic and tailorded to the particular service type selected, or it could be a combination of the two.

When the user clicks Close, the modal closes. If any exceptions were selected, the Exception check box is shown as selected (see arrow).

2.5.2.4 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.5.3 Non-UI Requirements

2.5.3.1 Item with User-Entered Exceptions is Routed to Exception Handling

In a completed order, an item with one or more user-entered exceptions is placed into an exception state and appears in the Exception worklist.

2.6   User Creates an Order With a Post-Dated Check

2.6.1   Description

User Story #	Story Action
US073	A user creates an order for which the payment received is a post-dated check. When the user enters the check date, the system determines that the check is post-dated, displays a message to this effect, and does not allow the order to be completed.

2.6.2   Wireframes

2.6.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.6.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 2.1.2.2 on page 5.

2.6.2.3 Enter Payment Information

When the user enters the check date and tabs out of the field, the system validates the check date to ensure that it is not later than the current date. If it is, the system turns the check date red, disables the Complete Order button, and displays a message stating that the order cannot be completed due to the check being post-dated (see arrows).

Mail processing should handle the check and the customer's work items in accordance with internal business rules.

2.6.2.4 Cancel the Order

The user cancels the order and is returned to the default Current Order tab. The default Current Order tab in this case is the same as that already seen in Section 2.6.2.1 on page 23, because the batch count data has not changed since the order was cancelled.

2.6.3   Non-UI Requirements

There are no non-UI requirements for this user story.

2.7   User Creates an Order With an Overpayment

2.7.1   Description

User Story #	Story Action
US074	A user creates an order for which the customer has overpaid. When the user enters the payment amount that is higher than the balance due, the system determines that there is an overpayment and displays a message prompting the user to check the customer's order for any additional items that might have been missed.

2.7.2   Wireframes

2.7.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.7.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 2.1.2.2 on page 5.

2.7.2.3 Enter Payment Information

For this user story, the user enters the payment amount, which is greater than the balance due for the order.

The Balance Due field indicates that the customer has overpaid, and a message is displayed below the Complete Order button, notifying the user of the overpayment and prompting the user to verify that they have not overlooked any items in the customer's order (see arrows).

Mail-receiving staff can complete an order that has an overpayment.

2.7.2.4 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.7.3   Non-UI Requirements

2.7.3.1 Overpayments Are Allowed in Corporations and Charities System

Overpayments on orders are allowed in the Corporations and Charities System, and the proper handling of these overpayments will be performed by the Revenue System in conjunction with the Corporations and Charities System.

2.8   User Selects a Service That Is Not Currently Valid for the Entity

2.8.1   Description

User Story #	Story Action
US075	A user creates an order for a service that is not currently valid for the customer. When the user selects that invalid service, the system indicates that the service is not valid, and does not allow the user to complete the order. The system provides the ability for the user to generate a letter to the customer detailing why the order is being returned to the customer.

2.8.2   Wireframes

2.8.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.8.2.2 Enter Entity and Item Details

For this user story, when the user enters the entity's UBI and tabs out of the ID field, the system determines that the customer is requesting a service that is not currently valid for that entity. It could be because the entity is delinquent, or expired, or otherwise trying to file for a service not currently available to it.

The user selects the customer's requested service from the Service list, upon which the system disables the Complete Order button and displays a message stating that the order cannot be processed (see arrows).

A supervisor will have the ability to override this restriction if necessary.

2.8.2.3 Generate Letter to Customer

The user clicks the Generate Docs button (see arrow), which triggers the system to generate a letter to the customer indicating why their order is being rejected. The user clicks Print to print the letter, encloses the letter with the customer's order and payment, and sends the order back to the customer.

2.8.2.4 Void and Close the Order

Once the user generates the letter to the customer, the Cancel Order button becomes the Void Order button (see arrow).

The user clicks Void Order to close the order, which is saved for future reference (as opposed to a canceled order, which is discarded).

The user is returned to the default view of the Current Order tab.

2.8.3 Non-UI Requirements

2.8.3.1 System Tracks Which Items Are Currently Valid for an Entity

Guided by Corporations and Charities business rules, the system tracks which service types are valid for each entity at any given point in time.

2.9   User Processes a Returned Item

2.9.1   Description

User Story #	Story Action
US006	A user receives a piece of mail containing a work item that was returned to the customer due to the item having an exception. The item as returned to the customer included a cover sheet with a barcode and an item number. There are three different paths to this user story, and the path followed depends on whether the customer included this cover sheet as instructed, or else did not include the cover sheet but did include identifying information somewhere on the returned item, or else returned neither the cover sheet nor any information that can be used to identify the item.

2.9.2   Path A: Returned Item Has a Barcode

2.9.2.1 Wireframes

There are no wireframes for this path of this user story.

2.9.2.2 Non-UI Requirements

2.9.2.2.1   User Scans the Returned Item

The user does not need to perform any action in the system for the returned item. Since the item has its barcode sheet, the user scans the item just as they would any other item with a barcode sheet. The system indexes the returned document to the work item in the system, and the item appears in the Fulfill worklist with a status of Review Ready.

2.9.3   Path B: Returned Item Has Identifying Information but No Barcode

2.9.3.1 Wireframes

2.9.3.1.1   Open Pending Order

| Receive | Fulfill | Admin | Reports | Search |

Current Order
Orders
Exceptions/Holds

Welcome Jerry! You have no current orders.

RECEIVE DATE: 00/00/00 📅 **(Today)**

Create New Order

Reopen Pending Order   ✖

Enter the item ID, UBI, FEIN, Entity Name or other identifiying information for the item you wish to open, or scan the item's barcode.

Search identifying information:

If the customer returns an exception item document without the barcode sheet that was included, but the customer still included identifying information, the user can re-open the associated order and print a new barcode sheet so that the document can be scanned.

The user clicks the Pending Order button on the default Current Order tab (see wireframe in Section 2.1.2.1 on page 4). The system displays the Reopen Pending Order modal. The user can search on the item ID, entity ID, entity name, or other identifying information. When the user tabs out of the "Search identifying information" field, the system attempts to locate the work item, which is in a pending state due to its having an exception.

If a matching work item is located, the system opens it directly. If multiple possible work items are located, the user must select the correct work item.

Receive   Fulfill   Admin   Reports   Search

Current Order

Orders

Exceptions/Holds

Welcome Jerry! You have no current orders.

RECEIVE DATE: 00/00/00 📅 **(Today)**

Create New Order

Reopen Pending Order   ✖

Enter the item ID, UBI, FEIN, Entity Name or other identifiying information for the item you wish to open, or scan the item's barcode.

Search identifying information: Bag

SEARCH RESULTS

Lunchbag LLC   ID: 000-000-000   Order 000-000   ITEM 3570001

Baggins Drains   ID: 000-000-000   Order 000-000   ITEM 3570001

> If multiple matching work items are found, the system displays them on the Reopen Pending Order modal (see arrow) and the user selects the desired item.

2.9.3.1.2   Re-print Barcode

The pending work item is re-opened. The user locates the applicable item in the order and clicks the Print Barcode button for that item, and clicks Complete Order to close the order. The user then places the new barcode sheet on top of the returned document and scans it.

2.9.3.1.3   Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.9.3.2 Non-UI Requirements

2.9.3.2.1   Scanned and Indexed Document Replaces Any Previous Version

Once scanned and indexed to the work item, if the work item already had an associated document image, the document image is given a new version number and supercedes the previous version of that document image in the system.

2.9.3.2.2   Work Item Appears in Fulfill Worklist

Once its associated document has been scanned and indexed, the returned work item appears in the Fulfill worklist with a status of Review Ready.

2.9.4   Path C: Returned Item Has Neither a Barcode Nor Any Identifying Information

2.9.4.1 Wireframes

2.9.4.1.1   Open Pending Order

The user attempts to locate the pending work item as depecited in Section 2.9.3.1.1 on page 35. In this path of this user story, the user is unsuccessful in locating the pending the work item.

2.9.4.2 Non-UI Requirements

2.9.4.2.1   Work Item is Routed to Exception Handling as Paper

A returned document for which the associated work item cannot be identified is routed to exception handling staff as a paper document. It is not yet scanned, as it cannot yet be indexed to an item. This scenario is referred to in the Corporations & Charities System To-Be Business Processes deliverable as a "No-ID Exception."

2.10 User Manually Tallies Batch Payments and the Tallies Match

2.10.1 Description

User Story #	Story Action
US007	A user finishes creating all of the orders in a batch and manually tallies the payments received. The manually tallied total matches the system-calculated total received payments for the batch. The user ends the batch in the system.

2.10.2 Wireframes

2.10.2.1 Select to End the Batch

When the user completes the desired number of work items for a batch and is ready to end the batch, the user clicks the End Batch button (see arrow).

2.10.2.2 Review Batch Details and Continue

| Receive | Fulfill | Admin | Reports | Search |

Current Order

Orders

Exceptions/Holds

Welcome Terry! You have no current orders.

RECEIVE DATE: 00/00/00 📅 (Today)

Create New Order

Pending Order

CURRENT BATCH #: 1   **01/01/01**   **J. Smith**

TOTAL ORDERS: (6)   **TOTAL RECEIVED:** $ 910.00

PAYMENT TYPE	COUNT	TOTAL
CASH:	0	$ 0.00
CHECK:	6	$ 910.00
CREDIT:	0	$ 0.00
M-O:	0	$ 0.00

TOTAL BATCHES: (1)
TOTAL ORDERS IN ALL BATCHES: (6)

| Print | Cancel | End Batch |

The system displays the Current Batch modal. The user manually tallies their received payments and compares them to the batch totals displayed on the screen. The user can print these batch totals if desired by clicking the Print button. To close the modal without ending the batch, the user can click the Cancel button.

In this user story, the manually tallied payments match the system-tabulated payments.

The user clicks the End Batch button.

2.10.2.3 Next Batch is Started

| Receive | Fulfill | Admin | Reports | Search |

Current Order

Orders

Exceptions/Holds

Welcome Jerry! You have no current orders.

RECEIVE DATE: 00/00/00 📅 (Today)

Create New Order

Pending Order

CURRENT BATCH #: 2   01/01/01   J. Smith

TOTAL ORDERS: (0)   **TOTAL RECEIVED:** $ 0.00
Total Expedited Items: (0)

PAYMENT TYPE	COUNT	TOTAL
CASH:	0	$ 0.00
CHECK:	0	$ 0.00
CREDIT:	0	$ 0.00
M-O:	0	$ 0.00

View Batches

End Batch

TOTAL BATCHES: (1)
TOTAL ORDERS IN ALL BATCHES: (6)

Close Batches

> When the user clicks End Batch, the system closes the Current Batch modal.
>
> When the user ends a batch, the system automatically starts the next batch. The Current Batch number and Total Batches number both iterate by 1, all order and payment counts for the current order reset to 0, and the total number of orders from the previous batch is added to the Total Orders in All Batches count.

2.10.3 Non-UI Requirements

There are no non-UI requirements for this user story.

2.11   User Manually Tallies Batch Payments and the Tallies Do Not Match

2.11.1 Description

User Story #	Story Action
US008	A user finishes creating all of the orders in a batch and manually tallies the payments received. The manually tallied total does not match the system-calculated total received payments for the batch. The user reviews their completed orders in the system and compares them to the physical payments, identifies the order(s) with a discrepancy, corrects the discrepancy, confirms that the new system tally matches, and ends the batch.

2.11.2 Wireframes

2.11.2.1   Select to End the Batch

The user selects to end the current batch as already detailed in Section 2.10.2.1 on page 40.

2.11.2.2   Review Batch Details and Cancel

The user reviews the batch details and compares the batch totals to their manually tallied payments as already described in Section 2.10.2.2 on page 41. However, instead of finding no discrepancies and continuing, the user does find a discrepancy and cancels the ending of the batch.

2.11.2.3 Select Orders Tab and View My Orders

Receive	Fulfill	Admin	Reports	Search

Current Order

Orders

Exceptions/Holds

View
○ Mine ● All

Status
○ Completed ○ Exceptions ○ In Use ● All

Date Range:
● All ○ Start Date to End Date

Search: [   ]

Apply Filters

Clear Filters

The user clicks the Orders tab, which displays the orders for which order entry has been completed.

ORDER ID	Receive Date	Item(s)	Exception(s)	Status	Balance Due	Total Received	In Use By
⊞ ORDER 000-000	01/01/01	0	0	Completed	$0.00	$0.00	
⊞ ORDER 000-001	01/01/01	0	0	Completed	$0.00	$0.00	
⊞ ORDER 000-002	01/01/01	0	0	Active/IN USE	$0.00	$0.00	J. Smith
⊞ ORDER 000-003	01/01/01	0	0	Completed	$0.00	$0.00	
⊞ ORDER 000-004	01/01/01	0	0	Exception(s)	$0.00	$0.00	

2.11.2.4 Select Order That Has Discrepancy

The user configures the display filters to narrow the list of orders that the user will check for the discrepancy.

Once the user locates the order with the discrepancy, the user clicks the order number to reopen the order.

2.11.2.5 Edit and Complete the Order

The user makes the appropriate edits to the order with the discrepancy and re-completes the order. The process for doing this is very similar to the steps already detailed in Section 2.1.2.2 on page 5.

2.11.2.6 End the Batch

Once the user has successfully resolved the discrepancy, the user proceeds to close the batch as already detailed in Section 2.10.2.1 on page 40.

2.11.3 Non-UI Requirements

There are no non-UI requirements for this user story.

2.12 User Closes All of Their Batches for the Day

2.12.1 Description

User Story #	Story Action
US009	A user has finished entering orders for the day and closes their batches.

2.12.2 Wireframes

2.12.2.1 Select to End the Batch

Before closing all batches for the day, the user should end their current batch as detailed in Section 2.10 on page 39. If the user selects to close batches for the day while the current batch still contains items, the Current Batch modal is displayed first, prompting the user to compare the system batch counts with their manual tallies before they close all batches.

2.12.2.2 Review End of Day Batch

The system displays the End of Day Batch modal, which contains all of the user's batch data for the current day.

The user can print this data if desired by clicking the Print button. To close the modal without ending all batches for the day, the user clicks the Cancel button.

To confirm the step of ending all batches for the current day, the user clicks the Continue button.

2.12.3 Non-UI Requirements

There are no non-UI requirements for this user story.

2.13 User Changes the Receive Date for Orders

2.13.1 Description

User Story #	Story Action
US010	By default, the Receive date for orders is the current date. However, a user can backdate the Receive date when necessary, such as when not all mailed items were entered into the system on the date when they were received. In this story, the user changes the Receive date to a past date.

2.13.2 Wireframes

2.13.2.1 Change the Receive Date

Receive | Fulfill | Admin | Reports | Search

Current Order
Orders
Exceptions/Holds

Welcome Jerry! You have no current orders.

RECEIVE DATE: 00/00/00 📅 **SELECTED RECEIVE DATE IS NOT TODAY'S DATE**

Create New Order

Pending Order

On the default Current Order tab, the Receive date defaults to the current date. If necessary, the user can change the date to an earlier one. Future dates are not allowed. This is helpful in situations where not all items received on a given date can be entered into the system on that same date.

The user changes the date either by manually typing the desired date in the Receive Date field and tabbing or clicking out, or by clicking the calendar icon and selecting a new date from a pop-up date picker.

As soon as the user changes the date, a reminder message appears next to the date field noting that the selected receive date is not the current date (see arrow).

The Receive date remains changed until the user either changes it back to the current date, or logs out of the system.

CURRENT BATCH #: 2   01/01/01   J. Smith

TOTAL ORDERS: (0)   **TOTAL RECEIVED:** $ 0.00
Total Expedited Items: (0)

PAYMENT TYPE	COUNT	TOTAL
CASH:	0	$ 0.00
CHECK:	0	$ 0.00
CREDIT:	0	$ 0.00
M-O:	0	$ 0.00

View Batches

End Batch

TOTAL BATCHES: (1)
TOTAL ORDERS IN ALL BATCHES: (6)

Close Batches

2.13.2.2 Changed Receive Date is Highly Visible on Orders

As on the default Current Order tab, the reminder message about the selected Receive date not being the current date also appears on the order form (see arrow).

2.13.3 Non-UI Requirements

There are no non-UI requirements for this user story.

2.14   User Enters an Order for a Reinstatement

2.14.1 Description

User Story #	Story Action
US011	A user receives a piece of mail containing a reinstatement for an expired entity. The user creates and completes the order.

2.14.2 Wireframes

2.14.2.1   Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.14.2.2   Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 2.1.2.2 on page 5. The user selects Reinstatement as the service.

2.14.2.3   Enter Payment Information

The user enters the payment information as already detailed in Section 2.1.2.2 on page 5.

2.14.3 Requirements

2.14.3.1   Successfully Reinstated Entity Returns to Active Status

Once an Expired entity has been successfully reinstated, it returns to Active status in the system.

2.15 User Receives a Filing for a Delinquent Entity

2.15.1 Description

User Story #	Story Action
US012	A user receives a piece of mail containing a filing for an entity that is delinquent. The actions available to the user depend on the type of filing that was received.

2.15.2 Wireframes

2.15.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

2.15.2.2 Enter Entity and Item Details and Payment Information

Receive	Fulfill	Admin	Reports	Search

Current Order	**ORDER: 000 000 000** **Receive Date: 00/00/00** **TOTAL: $ 0.00**
Orders	Item: 3570001
Exceptions/Holds	

UBI, FEIN, Acct # (Optional)   Entity name or requested name   DELINQUENT   AMOUNT: $ 0

Category   Subcategory   Service

WA LLC   LLC   [   ]   ☐ Expedite   ☐ Exception

Name Reservation

New Formation

Initial Report   Add/View Notes   Print Barcode   Add Item

Annual Report

Amended Annual Report

Amend Certificate of Formation

Payment Information   Restate Certificate of Formation   **Balance Due: $ 0.00**

Payer Name   Amend & Restate Certificate of Formation

Conversion

Address 1:   Merger   Delete Payment

Address 2:   Administrative Dissolution

Zip: City: Voluntary Dissolution

Country: United States   Revocation of Voluntary Disolution   Add Payment

Reinstatement

Change Registered Agent/Office   Complete Order   Cancel Order

Resignation of Registered Agent

For this user story, the user enters the entity's UBI and tabs out of the ID field. The system immediately determines that the entity is delinquent, and the word "DELINQUENT" is displayed next to the entity name.

In the Service list, all services remain selectable, but all services except Annual Report are shown with a different color of font. This indicates to the user that Annual Report is the only service that is currently valid for this entity.

If the user selects Annual Report as the service, the system calculates the balance due based on the fee for a <u>delinquent</u> annual report.

2.15.2.3 Complete Order

The user completes the order, as already detailed in Section 2.1.2.3 on page 6.

2.15.3 Non-UI Requirements

This user story does not have any non-UI requirements not already detailed in Section 2.8.3.1 on page 33.

3 RECEIVE USER STORIES – FRONT COUNTER

3.1 Differences Between Front Counter and Mailed Filings Receive Screens

The order and item creation interface accessible to Front Counter staff for processing items from walk-in traffic is nearly identical to the interface used for creating orders and items from received mail. The following differences exist in the Front Counter version of the interface:

- The Front Counter version of the interface does not have the Print Barcode button, since all documents are locally scanned and manually attached to a work item.

- The Front Counter version of the interface has an Enter Data/Edit Data button, which allows the user to fulfill expedited work items.

3.2 User Creates and Fulfills an Order with One Item and One Payment – No Exceptions

3.2.1 Description

User Story #	Story Action
US013	A user receives an expedited filing from a customer. The user reviews the filing and finds no exceptions. The user creates a new order, adds the item to the order and fulfills it, and enters the payment information. The payment amount matches the item cost.

3.2.2 Wireframes

3.2.2.1 Create New Order

The user creates a new order, as already detailed in Section 2.1.2.1 on page 4.

3.2.2.2 Enter Entity and Item Details

Receive	Fulfill	Admin	Reports	Search

Current Order
Orders
Exceptions/Holds

ORDER: 000 000 000   Receive Date: 00/00/00   **TOTAL: $ 0**

Item: 3570001

UBI, FEIN, Acct #   Entity name or requested name   AMOUNT: $ 0
(Optional)

Category   Subcategory   Service

☑ Expedite   ☐ Exception

Attach Docs   Add/View Notes   Enter Data   Add Item

Payment Information   **Balance Due: $ 0**

Payer Name   Payment Method

Address 1:   Payment Amount $ 0.00

Address 2:

Zip: City: State: WA

Country: United States   Add Payment

Generate Docs   Complete Order   Cancel Order

> The user enters the item details and payment information as already detailed in Section 2.1.2.2 on page 5.

Receive   Fulfill   Admin   Reports   Search

Current Order

Orders

Exceptions/Holds

ORDER: 000 0

Item: 3570001

UBI, FEIN, Acct

(Op

Category

Attach Docs

Payment Inform

Payer Name

Address 1:

Address 2:

Zip:

Country: Ur

TOTAL: $ 0

AMOUNT: $ 0

☐ Exception

Enter Data   Add Item

Balance Due: $ 0

Add Payment

mplete Order   Cancel Order

Add/View Notes   ✕

Notes on Item 3570001 - LLC New Formation

Date	Entered By	Note
02-20-2015, 10:26 AM	Lance Jackson	This is a note that was entered about this work item.
02-20-2015, 3:46 PM	Mary Reynolds	This is another note that was entered about this work item.

Enter note:

Save   Cancel

The user can also add notes to an item, and also view notes that have been entered on the item. When the user clicks the Add/View Notes button, the system displays the Add/View Notes modal.

Past notes are displayed in the upper area of the modal. To enter a new note, the user types the note in the "Enter note" box and clicks Save.

3.2.2.3 Attach Supporting Documents

The user places the documents to be associated with the order into the ready position on a scanner that is attached to the system. The user then clicks the Attach Docs button. The system displays a modal that allows the user to initiate the scanning job, and the system associates the document images with the work item.

Once document images have been associated with the item, the Supporting Documents hover control is displayed. The user can view the list of supporting documents by hovering the pointer over the Supporting Documents link (see arrow).

3.2.2.4 Fulfill the Item

Receive   Fulfill   Admin   Reports   Search

Current Order

Orders

| Data Entry Status: Incomplete | Exception Status: No Exceptions Found | Generated Docs: Not Yet Available |

Register Charitable Organization

An item is fulfilled at the Front Counter only if it is expedited.

When the user selects the Expedite check box for an item, that item's Enter Data button is enabled. When the user clicks Enter Data, this system displays the appropriate form modal for the service selected for the work item. If the user entered an entity ID, the system pre-fills as many field's as possible with the entity's latest data.

The user completes the form per the corresponding paper document supplied by the customer. When done, the user clicks the Fulfill button, which enables documents to be printed for the customer from the order view.

The user can also save the item information without fulfilling the item by clicking Save and Close.

FEIN:

Entity name:

Entity email: ☐ Send annual renewal reminders via email

Entity website:

Entity phone: Ext

(Optional)
Mailing address   **Street address**   ☐ Same as mailing address

Address 1:   Address 1:

Address 2:   Address 2:

Zip: City: State: WA ▼   Zip: City: State: WA ▼

Country: United States ▼   Country: United States ▼

Other Addresses Used for Soliciting

Add Address

Federal Tax Exemption

○ Exempt   Federal Status Type ▼   IRS Determination Letter attached? ○ Yes ○ No

○ Non-exempt

○ Applied   Application date:

Fulfill   Save and Close

3.2.2.5 Enter Payment Information

The user enters payment information for the order as already detailed in Section 2.1.2.2 on page 5.

3.2.2.6 Generate Documents for Customer

The user selects the Generate Docs button, which causes the system to generate the documents due to the customer for this order.

The system displays the Documents Generated for This Order modal. Individual documents can be selected or cleared via their check boxes. By default, all documents are selected.

The user clicks Print to print the documents locally.

The user can view PDFs of the documents by clicking View.

Receive   Fulfill   Admin   Reports   Search

| Current Order |
| Orders |
| Exceptions/Holds |

ORDER: 000 000 000   Receive Date: 00/00/00   TOTAL: $ 0.00

Item: 3570001   FULFILLED

UBI, FEIN, Acct # *(Optional)*   Entity name or requested name   AMOUNT: $ 0

Category   Subcategory   Service

☑ Expedite   ☐ Exception

The user can email copies of the generated documents by clicking the Email button.

The system displays the Enter Email Recipients modal. The user enters the recipeints' email addresses and clicks Send. The system then closes the Enter Email Receipients modal.

Documents Generated for This Order ✕

Select All   Clear All

Attach Docs   Supporting Documen

Enter Email Recipients ✕

Enter the email addresses, separated by commas, where the generated documents should be sent:

Send

Add/View Notes   Edit Data   Add Item

Payment Information

Balance Due: $ 0.00

Payer Name

Address 1:

Address 2:   Delete Payment

Zip: City: View   Email   Print

Country: United States   Add Payment

Generate Docs   Complete Order   Void Order

3.2.2.7 Complete Order

Receive	Fulfill	Admin	Reports	Search

Current Order
Orders
Exceptions/Holds

ORDER: 000 000 000   **Receive Date: 00/00/00**   **TOTAL: $ 0.00**

Item: 3570001   FULFILLED

UBI, FEIN, Acct #   (Optional)   Entity name or requested name   AMOUNT: $ 0

Category   Subcategory   Service

☑ Expedite   ☐ Exception

Attach Docs   Supporting Documents   Add/View Notes   Edit Data   Add Item

Payment Information   **Balance Due: $ 0.00**

Payer Name   Payment Method

Address 1:   Payment Amount $ 0.00   Delete Payment

Address 2:

Zip: City: State: WA

Country: United States   Add Payment

Generate Docs   Complete Order   Void Order

> The user completes the order as already described in Section 2.1.2.3 on page 6.

3.2.3 Non-UI Requirements

3.2.3.1 Canceled Order is Not Saved in System

An order that has been canceled by the user is discarded. Once an order contains at least one fulfilled item, the order can no longer be canceled, and instead can only be voided.

3.3   User Creates an Order with Two Items and One Payment – No Exceptions

3.3.1   Description

User Story #	Story Action
US014	A user receives two expedited filings from a customer. The user reviews the filings and finds no exceptions. The user creates a new order, adds the items to the order and fulfills them, and enters the payment information. The payment amount matches the item cost. This user story is representative of any scenario in which an order contains multiple expedited filings.

3.3.2   Wireframes

3.3.2.1 Create New Order

The user creates a new order, as already detailed in Section 3.2.2.1 on page 60.

3.3.2.2 Enter Entity and First Item Details

The user enters entity and item information for the first item, as already detailed in Section 3.2.2.2 on page 61.

3.3.2.3 Attach Supporting Documents and Fulfill the First Item

The user attaches the first item's supporting documents and fulfills the item as already detailed in Section 3.2.2.3 on page 63 and Section 3.2.2.4 on page 64.

3.3.2.4 Add Second Item

The user adds a second item to the order as already detailed in Section 2.2.2.3 on page 9.

3.3.2.5 Attach Supporting Documents and Fulfill Second Item

The user attaches the second item's supporting documents and fulfills the item as already detailed in Section 3.2.2.3 on page 63 and Section 3.2.2.4 on page 64.

3.3.2.6 Enter Payment Information

The user enters payment information for the order as already detailed in Section 2.1.2.2 on page 5.

3.3.2.7 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 3.2.2.6 on page 66.

3.3.2.8 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.3.3   Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 3.2.3 on page 69.

3.4 User Creates an Order with One Item and Two Payments – No Exceptions

3.4.1 Description

User Story #	Story Action
US015	A user receives an expedited filing from a customer. The user reviews the filing and finds no exceptions. The user creates a new order, adds the item to the order and fulfills it, and enters the payment information. The customer provides two payments. The total payment amount matches the item cost. This user story is representative of any scenario in which an expedited order is accompanied by multiple payments that equal the order's balance due.

3.4.2 Wireframes

3.4.2.1 Create New Order

The user creates a new order, as already detailed in Section 3.2.2.1 on page 60.

3.4.2.2 Enter Entity and Item Details

The user enters entity and item information, as already detailed in Section 3.2.2.2 on page 61.

3.4.2.3 Attach Supporting Documents and Fulfill Item

The user attaches the item's supporting documents and fulfills the item as already detailed in Section 3.2.2.3 on page 63 and Section 3.2.2.4 on page 64.

3.4.2.4 Add First Payment

The user adds the first payment, as already detailed in Section 2.3.2.2 on page 12.

3.4.2.5 Add Second Payment

The user addes the second payment, as already detailed in Section 2.3.2.3 on page 13.

3.4.2.6 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 3.2.2.6 on page 66.

3.4.2.7   Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.4.3   Requirements

There are no non-UI requirements for this user story not already detailed in Section 3.2.3 on page 69.

3.5   Customer Does Not Have Enough Money to Expedite, Makes No Payment

3.5.1   Description

User Story #	Story Action
US016	A user receives and fulfills a customer's expedited order. At payment time, the customer does not have enough payment to cover the base filing fee and expedite fee, and the Front Counter does not accept partial payments, so the customer makes no payment. The user saves the order, and it is added to the Exception worklist with a Balance Due exception.

3.5.2   Wireframes

3.5.2.1 Enter Payment Information

For this user story, the user should click Add/View Notes and make a note of why the customer is not making a payment at this time.

A message is displayed below the Complete Order button stating that if the order is saved with a balance due, it will be sent to exception handling.

When the user clicks Complete Order, the order and item are saved and appear in the Exceptions worklist.

3.5.2.2 Complete Order

When the user clicks Complete Order, the order and item are saved and appear in the Exceptions worklist.

The default view of the Current Order tab is displayed, as already detailed in Section 3.2.2.7 on page 68.

3.5.3 Non-UI Requirements

There are no non-UI requirements for this user story not already described in Section 2.4.3 on page 18.

3.6 Customer Does Not Have Enough Money to Expedite, Customer Pays for Non-Expedite

3.6.1 Description

User Story #	Story Action
US017	A user receives and fulfills a customer's expedited order. At payment time, the customer does not have enough payment to cover the base filing fee and expedite fee, so the customer pays just the base filing fee and does not expedite the filing. The user saves the order, and it is added to the Fulfill worklist as a non-expedited order.

3.6.2 Wireframes

3.6.2.1 Enter Payment Information

The user enters the payment for the non-expedited order as already detailed in Section 2.1.2.2 on page 5.

For this user story, the user should click Add/View Notes and make a note that even though the item's data has been entered, the customer chose not to expedite it.

3.6.2.2 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

The non-expedited item is processed just as if it had been received by mail, the difference being that the item's data has already been entered, meaning that the time for Fulfill staff to process the item will be reduced.

3.6.3 Non-UI Requirements

There are no non-UI requirements for this user story that have not already been detailed in other sections.

3.7   User Wishes to Complete an Order Containing an Unfulfilled Item

3.7.1   Description

User Story #	Story Action
US076	A user creates an order, enters data for an item, and saves and closes the data entry form without fulfilling the item. The user selects to complete the order, and the order and item are routed to exception handling because the item has not been fulfilled.

3.7.2   Wireframes

3.7.2.1 Create New Order

The user creates a new order, as already detailed in Section 3.2.2.1 on page 60.

3.7.2.2 Enter Entity and Item Details

The user enters entity and item information, as already detailed in Section 3.2.2.2 on page 61.

3.7.2.3 Attach Supporting Documents and Enter Item Data

The user attaches the item's supporting documents as already detailed in Section 3.2.2.3 on page 63. The user then begins entering form data for the item similar to what is detailed in Section 3.2.2.4 on page 64, but rather than completing the form and clicking Fulfill, the user clicks Save and Close.

3.7.2.4 Enter Payment Information

The user enters payment information for the order as already detailed in Section 2.1.2.2 on page 5.

3.7.2.5 Complete Order

| Receive | Fulfill | Admin | Reports | Search |

| Current Order |
| Orders |
| Exceptions/Holds |

ORDER: 000 000 000　　　　**Receive Date: 00/00/00**　　　　　　**TOTAL: $ 0.00**

Item: 3570001

UBI, FEIN, Acct #　(Optional)　　Entity name or requested name　　　　　　　AMOUNT: $0.00

Category　　　　　Subcategory　　　　Service　　　　　　　☑ Expedite　　☐ Exception

Attach Docs　Supporting Documents　　　　　　Add/View Notes　　Edit Data　　Add Item

Payment Information　　　　　　　　　　　　　　　　　　**Balance Due: $ 0.00**

Payer Name　　　　　　　　　　　　　　Payment Method

Address 1:　　　　　　　　　　　　　　Payment Amount　$ 0.00　　　　Delete Payment

Address 2:

Zip:　　　City:　　　　　State: WA

Country: United States　　　　　　　　　　　　　　　　　　　　　Add Payment

Generate Docs　　Complete Order　　Cancel Order

⚠ Completing this order with an unfulfilled item will send the order to exception handling.

> A message is displayed below the Complete Order button stating that if the order is saved with an incomplete item, it will be sent to exception handling.
>
> When the user clicks Complete Order, the order and item are saved and appear in the Exceptions worklist.

3.7.3   Non-UI Requirements

3.7.3.1 Order Completed with an Unfulfilled Item is Routed to Exception Handling

An order that is completed with an unfulfilled work item is placed into an exception state and appears in the Exception worklist.

3.8   User Receives and Processes a Returned Item

3.8.1   Description

User Story #	Story Action
US018	A user receives a returned item, searches for and opens it, and completes the item. This is most likely an item for which the customer received an exception letter, and rather than completing the item and returning it via mail, the customer elected to return the item in person. Per OSOS business rules, the returned filing is handled as an expedited filing.

3.8.2   Wireframes

3.8.2.1 Search for Item

The user searches for the pending order as already detailed in Section 2.9.3.1.1 on page 35.

3.8.2.2 Scan and Update Item

The user attaches the item's updated supporting documents as already detailed in Section 3.2.2.3 on page 63. The user opens the item for editing by clicking the Edit Item button and updates the information as already detailed in Section 3.2.2.4 on page 64.

3.8.2.3 Clear Exceptions

After the user finishes fulfilling the item, the user clicks the Exception link (the word "Exception" on the Exception check box control) to open the Possible Exception modal and clear any exceptions that were entered manually.

The user clicks the Clear link next to each existing exception to clear the exception.

Note that any exceptions that are generated by the system will be cleared by the system once the exception state no longer exists.

Receive	Fulfill	Admin	Reports	Search

Current Order

Orders

Exceptions/Holds

ORDER: 000 000 000 **Receive Date: 00/00/00** **TOTAL: $ 0**

Item: 3570001 **FULFILLED**

UBI, FEIN, Acct # (Optional)   Entity name or requested name   AMOUNT: $ 0

Category ▼   Subcategory ▼   Service

With the exceptions cleared, the user clicks Close, and the system closes the modal.

POSSIBLE EXCEPTIONS:

☐ Exception 1

☐ Exception 2

☐ Exception 3

☐ Exception 4

Attach Docs   Supporting Documents   Add Item

Payment Information   Balance Due: $ 0

Existing Exceptions:

Payer Name _____   Payment Method

Address 1: _____   Payment Amount

Address 2: _____

Zip: __ __ City: _____ State: WA ▼

Country: United States ▼   Close   Add Payment

Generate Docs   Complete Order   Void Order

3.8.2.4 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 3.2.2.6 on page 66.

3.8.2.5 Complete Item

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.8.3   Non-UI Requirements

3.8.3.1 Item Saved With Cleared Exceptions Removed from Exception Status

A work item that previously was in an exception state and has had its exceptions cleared and has been successfully saved is removed from the exception state.

3.9   User Manually Tallies Batch Payments and the Tallies Match

3.9.1   Description

User Story #	Story Action
US019	A user finishes creating all of the orders in a batch and manually tallies the payments received. The manually tallied total matches the system-calculated total received payments for the batch. The user ends the batch in the system.

3.9.2   Wireframes

3.9.2.1 Select to End the Batch

The user selects to end the batch as already detailed in Section 2.10.2.1 on page 40.

3.9.2.2 Review Batch Details and Continue

The user reviews the batch details and compares them to their manual tally as already detailed in Section 2.10.2.2 on page 41.

3.9.2.3 Next Batch is Started

The user starts the next batch as already detailed in Section 2.10.2.3 on page 42.

3.9.3   Non-UI Requirements

There are no non-UI requirements for this user story.

3.10 User Manually Tallies Batch Payments and the Tallies Do Not Match

3.10.1 Description

User Story #	Story Action
US020	A user finishes creating all of the orders in a batch and manually tallies the payments received. The manually tallied total does not match the system-calculated total received payments for the batch. The user reviews their completed orders in the system and compares them to the physical payments, identifies the order(s) with a discrepancy, corrects the discrepancy, confirms that the new system tally matches, and ends the batch.

3.10.2 Wireframes

3.10.2.1 Select to End the Batch

The user selects to end the current batch as already detailed in Section 2.10.2.1 on page 40.

3.10.2.2 Review Batch Details and Cancel

The user reviews the batch details and compares the batch totals to their manually tallied payments as already described in Section 2.10.2.2 on page 41. However, instead of finding no discrepancies and continuing, the user does find a discrepancy and cancels the ending of the batch.

3.10.2.3 Select Orders Tab and View My Orders

The user views their orders as already detailed in Section 2.11.2.3 on page 45.

3.10.2.4 Select Order That Has Discrepancy

The user locates and selects the order with the discrepancy, as already detailed in Section 2.11.2.4 on page 46.

3.10.2.5 Edit and Complete the Order

The user makes the appropriate edits to the order with the discrepancy and re-completes the order. The process for doing this is very similar to the steps already detailed in Section 2.1.2.2 on page 5.

3.10.2.6 End the Batch

Once the user has successfully resolved the discrepancy, the user proceeds to close the batch as already detailed in Section 2.10.2.1 on page 40.

3.10.3 Non-UI Requirements

There are no non-UI requirements for this user story.

Corporations and Charities System

Staff Console User Stories

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3.11 User Closes All of Their Batches for the Day

3.11.1 Description

User Story #	Story Action
US021	A user has finished entering orders for the day and closes their batches.

3.11.2 Wireframes

3.11.2.1 Select to End the Batch

Before closing all batches for the day, the user should end their current batch as detailed in Section 2.10 on page 39. If the user selects to close batches for the day while the current batch still contains items, the Current Batch modal is displayed first, prompting the user to compare the system batch counts with their manual tallies before they close all batches.

3.11.2.2 Review End of Day Batch

The user reviews the end of day batch as already detailed in Section 2.12.2.2 on page 50.

3.11.3 Non-UI Requirements

There are no non-UI requirements for this user story.

3.12 User Waives or Otherwise Modifies Copy, Expedite, or Delinquency Fees

3.12.1 Description

User Story #	Story Action
US023	At the user's discretion and in accordance with OSOS business rules, the user waives copy, expedite, or delinquency fees that normally would be added to a work item.

3.12.2 Wireframes

3.12.2.1 Modify the Fee Amount for an Item

A user has the ability to adjust the cost of an item. If desired by SOS, this ability can be limited to a subset of users, such as Supervisors and Administrators.

For this user story, the user is waiving the expedite fee for an item. This wireframe depicts the initial state of the order, before the user has modified the fee (see arrow).

Receive	Fulfill	Admin	Reports	Search

Current Order

Orders

Exceptions/Holds

ORDER: 000 000 000   **Receive Date: 00/00/00**   **TOTAL: $ 230.00**

Item: 3570001

UBI, FEIN, Acct #   (Optional)   Entity name or requested name   AMOUNT: $130.00

EXPEDITE: $ 50.00

Category: WA LLC   Subcategory: LLC   Service: New Formation   ☑ Expedite   ☐ Exception

Attach Docs   Add/View Notes   Enter Data   Add Item

For this user story, the user is waiving the $50 expedite fee, so the user reduces the base amount by $50 ($180 to $130, see arrow).

In this wireframe, the user has not yet tabbed out of the Amount box.

Payment Information   **Balance Due: $ 230.00**

Payer Name [   ]   Payment Method [▼]

Address 1: [   ]   Payment Amount $ [0.00]   Delete Payment

Address 2: [   ]

Zip: [ ][ ]   City: [   ]   State: [WA ▼]

Country: [United States ▼]   Add Payment

Generate Docs   Complete Order   Cancel Order

3.12.2.2 Enter Note Explaining the Fee Modification

The user tabs out of the Amount box after changing the amount, prompting the system to display the Reason for Price Change modal.

The user selects the reason for the price change from the list provided, enters a note with more information, and clicks Save.

3.12.3 Non-UI Requirements

There are no non-UI requirements for this user story.

3.13 User Enters an Order for a Reinstatement

3.13.1 Description

User Story #	Story Action
US024	A user receives a piece of mail containing a reinstatement for an expired entity. The user creates and completes the order.

3.13.2 Wireframes

3.13.2.1 Create New Order

The user creates a new order, as already detailed in Section 3.2.2.1 on page 60.

3.13.2.2 Enter Entity and Item Details

The user enters entity and item information for the item, as already detailed in Section 3.2.2.2 on page 61. The user selects Reinstatement as the service type.

3.13.2.3 Attach Supporting Documents and Fulfill the Item

The user attaches the first item's supporting documents and fulfills the item as already detailed in Section 3.2.2.3 on page 63 and Section 3.2.2.4 on page 64.

3.13.2.4 Enter Payment Information

The user enters payment information for the order as already detailed in Section 2.1.2.2 on page 5.

3.13.2.5 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 3.2.2.6 on page 66.

3.13.2.6 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.13.3 Non-UI Requirements

3.13.3.1 System Calculates Reinstatement Fees

The system calculates the customer's reinstatement fees based on the length of time that the entity was expired, per SOS business rules.

3.14 User Receives a Filing for a Delinquent Entity

3.14.1 Description

User Story #	Story Action
US025	A user receives a piece of mail containing a filing for an entity that is delinquent. The actions available to the user depend on the type of filing that was received.

3.14.2 Wireframes

3.14.2.1 Create New Order

The user creates a new order as already detailed in Section 3.2.2.1 on page 60.

3.14.2.2 Enter Entity and Item Details and Payment Information

The user enters the customer's entity ID, which the system uses to determine the current filings available to the entity. The system determines that the entity is delinquent, and displays the word "DELINQUENT" next to the entity's name.

In the Service list, all of the services except for Annual Report are shown in a different color than usual. The only service with a normal appearance is Annual Report, which is the only valid service type for the delinquent entity.

If the customer's submitted item is not Annual Report type, the user returns the item to the customer. If the user selects an invalid item type, the system displays text indicating that the item is not valid.

If the submitted item is an Annual Report, the user fulfills the item per usual.

3.14.3 Non-UI Requirements

3.14.3.1 System Tracks Entity Delinquency Status and Available Filings

The system tracks the active/delinquent status of each entity and uses this to determine which service types are available or unavailable to the entity when an entity is delinquent.

3.15 User Processes a Document Request for Regular or Certified Copies

3.15.1 Description

User Story #	Story Action
US026	A user receives an expedited document request for regular or certified copies.

3.15.2 Wireframes

3.15.2.1 Create New Order

The user creates a new order as already detailed in Section 3.2.2.1 on page 60.

3.15.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 3.2.2.2 on page 61. The user selects Document Request as the category and Copy or Certified Copy as the service type. The user selects the Expedited check box.

3.15.2.3 Select Requested Documents

The user clicks the Docs Requested button (see arrow) and the system displays an interface that allows the user to select the documents that will meet the customer's request. The viewing of documents being considered for selection is done via a third-party document image tool to be integrated with the system. For these imaged documents, the system automatically calculates the number of pages in the request.

The interface also allows the user to enter the number of pages of any hardcopy documents that will be copied to fulfill the request.

The calculated number of any imaged pages is added to the manually entered number of any copied pages, and the total number of pages is displayed in the Number of Pages field (see arrow).

3.15.2.4 Enter Number of Copies

The user enters the number of copies being requested in the Number of Copies field (see arrow), upon which the system calculates the price of the document request.

3.15.2.5 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 3.2.2.6 on page 66.

3.15.2.6 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.15.3 Non-UI Requirements

3.15.3.1 Document Retreival is Handled by Third-Party Tool

A third-party document browsing, viewing, and retrieval tool is leveraged by the system.

3.16 User Processes a Request for Certificate

3.16.1 Description

User Story #	Story Action
US027	A user receives an expedited request for a certificate.

3.16.2 Wireframes

3.16.2.1 Create New Order

The user creates a new order as already detailed in Section 3.2.2.1 on page 60.

3.16.2.2 Enter Entity and Item Details

The user enters the entity and item information as already detailed in Section 3.2.2.2 on page 61. The user selects Document Request as the category and Certificate as the service type. The user selects the Expedited check box.

3.16.2.3 Select Certificate Types

The user selects the certificate type or types similar to how documents are selected in Section 3.15.2.3 on page 100, except that the button is labeled Certificates rather than Docs Requested.

3.16.2.4 Enter Number of Copies of Certificates

The user enters the number of copies to be produced of the selected certificate or certificates, as already detailed in Section 3.15.2.4 on page 101.

3.16.2.5 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.16.3 Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 3.15.3.1 on page 102.

3.17 User Processes a Request for an Apostille, Domestic Partnership, or Summons & Complaint

3.17.1 Description

User Story #	Story Action
US028	A user receives an expedited request for an apostille, domestic partnership, or summons & complaint. None of these service types are fulfilled within the system, but the system still accepts payment for these items.

3.17.2 Wireframes

3.17.2.1 Create New Order

The user creates a new order as already detailed in Section 3.2.2.1 on page 60.

3.17.2.2 Fulfill the Request

The user selects the requested service. The example used in this wireframe is Summons & Complaint. The user then selects the Expedite check box.

The Enter Data is button is disabled because this item has to be fulfilled externally from the system. The user fulfills the item, and then selects the FULFILLED check box (see arrow). (This check box only appears for those work items that are not fulfilled within the system.

Note: It will also be possible to handle this marking of a work item as fulfilled by having the Corporations and Charities System and the appropriate external system communicate with each other via API. However, since that would also place a development burden on the other affected system, designing such a solution is out of scope for this design project.

3.17.2.3 Complete Order

The user completes the order as already detailed in Section 3.2.2.7 on page 68.

3.17.3 Non-UI Requirements

There are no non-UI requirements for this user story.

4   FULFILL USER STORIES

4.1   User Fulfills a New Formation and an Initial Report

4.1.1   Description

User Story #	Story Action
US029	A user opens a New Formation filing from the Fulfill worklist, and the New Formation filing is accompanied by an Initial Report filing. The user fulfills both items.

4.1.2 Wireframes

4.1.2.1 Open New Formation from Fulfill Worklist

| Receive | Fulfill | Admin | Reports | Search |

Worklist
Queue
Exceptions/Holds
Generated Docs

Workgroup: (check box locked if no access granted)
☑ Corporations ☐ Trademarks ☐ Doc Requests ☐ Domestic Partnerships ☐ Apostilles
☐ Charities ☐ Trusts ☐ Fundraisers ☑ Summons & Complaints ☐ All

Search: [   ] Apply Filters

Service Type: ○ Single Filings ○ Group Filings ● All
Status: ○ Active ○ Review Ready ● All
Jurisdiction: ● Domestic ○ Foreign ○ All
Date Range: ● All ○ [Start Date] to [End Date]

Clear Filters

ITEM ID	Service Type	Expedite	ID # if applicable Charities Will use FEIN# and Reg ID**	Entity Name	Receive Date	If Applicable*	Status	In Use By
⊞ ITEM 3570001	LLC - New Formation	▶▶	000-000	000-000-000	Bella Beauty	00/00/00	Note	Active	
ITEM 3570003	Profit Corp - Annual Report	▶▶	000-000	000-000-000	Lunchbag LLC	00/00/00	Note	Active	
ITEM 3570004	LLC- Initial Report	▶▶	000-000	000-000-000	Boblobboblong's law	00/00/00	Note	Active	
ITEM 3570007	Profit Corp - Annual Report	▶▶	000-000	000-000-000	Mike's Milkshake Stand	00/00/00	Note	Active	P. Parks
ITEM 3570008	Nonprofit - Amendment	▶▶	000-000	000-000-000	The Children's House	00/00/00	Note	Active	
ITEM 3570010	Summons & Complaint		000-000	000-000-000	This Company Here	00/00/00	Note	Active	

The Worklist tab is the default left-side tab for personnel working in the Fulfill functional area. The default top-level tab in the Worklist tab is the Queue tab, which contains a filterable listing of work items received through mail, non-expedited walk-in traffic, and online filing. (Online filings displayed in the worklist are ones that require manual review.)

For this user story, the user selects to fulfill an LLC New Formation, which is shown in the first row of the worklist in the wireframe shown here. The row has an expander button (see arrow), indicating that there is at least one additional filing grouped with filing that is shown.

An Initial Report can be filed for free at the same time as a New Formation, so in this user story, the additional filing is an Initial Report.

	Receive	Fulfill	Admin	Reports	Search

Worklist

Exceptions/Holds

Generated Docs

Queue

Workgroup: (check box locked if no access granted)

☑ Corporations ☐ Trademarks ☐ Doc Requests ☐ Domestic Partnerships ☐ Apostilles

☐ Charities ☐ Trusts ☐ Fundraisers ☑ Summons & Complaints ☐ All

Service Type: ○ Single Filings ○ Group Filings ● All

Status: ○ Active ○ Review Ready ● All

Jurisdiction: ● Domestic ○ Foreign ○ All

Date Range: ● All ○ [Start Date] to [End Date]

Search: [   ]   [Apply Filters]

[Clear Filters]

The wireframe shown here depicts the LLC New Formation item expanded to display its dependent Initial Report filing (see arrow). The Initial Report item number cannot yet be opened for editing, because the New Formation must be fulfilled first.

It is not necessary for the user to expand a parent-item's row before selecting it for fulfillment; the feature just allows the user to view what the child-items are.

For this user story, the user selects the New Formation's item number ("ITEM 3570001") to open the filing for fulfillment.

ITEM ID	Service Type	Expedite	Order	ID # if applicable Charities Will use FEIN# and Reg ID**	Entity Name	Receive Date	If Applicable*	Status	In Use By
⊟ ITEM 3570001	LLC- New Formation	▶▶	000-000	000-000-000	Bella Beauty	00/00/00	Note	Active	
ITEM 3570002	LLC- Initial Report	▶▶	000-000	000-000-000	Bella Beauty	00/00/00	Note	Active	
ITEM 3570003	Profit Corp - Annual Report	▶▶	000-000	000-000-000	Lunchbag LLC	00/00/00	Note	Active	
ITEM 3570004	Nonprofit - Amendment	▶▶	000-000	000-000-000	Boblobboblong's law	00/00/00	Note	Active	P. Parks
ITEM 3570007	Profit Corp - Annual Report	▶▶	000-000	000-000-000	Mike's Milkshake Stand	00/00/00	Note	Active	
ITEM 3570008	Nonprofit - Amendment	▶▶	000-000	000-000-000	The Children's House	00/00/00	Note	Active	
ITEM 3570010	Summons & Complaint		000-000	000-000-000	This Company Here	00/00/00	Note	Active	

	Receive		Fulfill		Admin		Reports		Search

Worklist

Exceptions/Holds

Generated Docs

Queue   Item 3570001   Item 3570002

Workgroup: (check box locked if no access granted)

☑ Corporations   ☐ Trademarks   ☐ Doc Requests   ☐ Domestic Partnerships   ☐ Apostilles
☐ Charities   ☐ Trusts   ☐ Fundraisers   ☑ Summons & Complaints   ☐ All

Search: [   ]   Apply Filters

Service Type: *Status:*   *Jurisdiction:*   *Date Range:*
○ Single Filings ○ Group Filings ● All   ○ Active ○ Review Ready ● All   ● Domestic ○ Foreign ○ All   ● All ○ [Start Date] to [End Date]   Clear Filters

The view shown here depicts how the worklist looks to other Fulfill users once the LLC New Formation item has been opened. The item number is shown in a fainter font color (see arrow), indicating that the item cannot currently be opened for editing. Additionally, the name of the user who is currently editing the item is shown in the In Use By column (see arrow).

Other users can still open the item in read-only mode.

ITEM ID	Service Type	Expedite	ID # if applicable Charities will use FEIN# and Reg ID**	Entity Name	Receive Date	If Applicable*	Status	In Use By
⊞ ITEM 3570001	LLC - New Formation	▶▶	000-000	000-000-000	Bella Beauty	00/00/00	Note	Active	T. Jones
ITEM 3570003	Profit Corp - Annual Report	▶▶	000-000	000-000-000	Lunchbag LLC	00/00/00	Note	Active	
ITEM 3570004	LLC- Initial Report	▶▶	000-000	000-000-000	Boblobboblong's law	00/00/00	Note	Active	P. Parks
ITEM 3570007	Profit Corp - Annual Report	▶▶	000-000	000-000-000	Mike's Milkshake Stand	00/00/00	Note	Active	
ITEM 3570008	Nonprofit - Amendment	▶▶	000-000	000-000-000	The Children's House	00/00/00	Note	Active	
ITEM 3570010	Summons & Complaint		000-000	000-000-000	This Company Here	00/00/00	Note	Active	

4.1.2.2 Fulfill New Formation Filing

When the user selects the work item, the system opens the filing form on a new top-level tab. Because this work item has a dependent filing, a tab is also opened for the dependent filing (see arrows).

The scanned image of the corresponding document is displayed on the user's second screen using a third-party viewer.

The user tabs through the form and enters the information required for the filing. The system validates fields as necessary when the user tabs out of the field. When all required data has been entered, the user selects the Fulfill button (see arrow).

Receive   Fulfill   Admin   Reports   Search

Worklist
Exceptions/Holds
Generated Docs

Queue   Item 3570001   Item 3570002

ITEM ID	Service Type	Order ID	ID # if applicable	Entity Name	Receive Date	Balance Paid	Total Due	
ITEM 3570001	WA LLC- New Formation	000-000	000-000-000	Marvin Gardens	00/00/00	$0	$0	EDIT ITEM

Add/View Notes (5)

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Form WA Limited Liability Company

Entity Name
Submit a name for review:

[   ]   Look Up

Registered Agent
Agent type: ○ Individual   ○ Entity

Principal Office in WA
Phone: [   ]

Email: [   ]

(Optional)
Mailing address   **Street address**   ☐ Same as mailing address
Address 1: [   ]   Address 1: [   ]
Address 2: [   ]   Address 2: [   ]
Zip: [   ] City: [   ] State: [WA ▾]   Zip: [   ] City: [   ] State: [WA ▾]
Country: [United States ▾]   Country: [United States ▾]

Duration
○ This Limited Liability Company shall have perpetual duration
○ This Limited Liability Company shall have a duration of [   ] years

Fulfill   Save and Close

Receive	Fulfill	Admin	Reports	Search

When the user selects the Fulfill button, the system generates the appropriate documents for the filing and displays the Documents Generated for This Item modal. By default, all documents are selected. Using the available buttons, the user can view or email the selected documents, and can also print them on their local printer.

The primary purpose of the modal is to queue the documents for batch printing, which the user does by selecting the Queue for Printing button.

Worklist

Queue   Item 3570001   Item 3570002

Exceptions/Holds

Generated Docs

ITEM ID	Service Type	Order ID	ID # if applicable	Entity Name	Receive Date	Balance Paid	Total Due	
ITEM 3570001	WA LLC- New Formation	000-000	000-000-000	Marvin Gardens	00/00/00	$0	$0	EDIT ITEM

Add/View Notes (5)

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Form WA Limited Liability Company

Entity Name

Submit a name for review:

Registered Agent

Agent type: ◯ Individual   ◯ Entity

Principal Office in WA

Phone:

Email:

Mailing address

Address 1:

Address 2:   Address 2:

Zip: City: State: WA ▾   Zip: City: State: WA ▾

Country: United States ▾   Country: United States ▾

Documents Generated for This Item ✕

Select All   Clear All

☑ Item 357001, Congratulation Letter
☑ Item 357001, Certificate

Queue for Printing | View | Email | Print for Me

☐ Same as mailing address

Duration

◯ This Limited Liability Company shall have perpetual duration

◯ This Limited Liability Company shall have a duration of [ ] years

◯ This Limited Liability Company shall expire on [ ] 📅

Fulfill   Save and Close

4.1.2.3 Fulfill Initial Report Filing

In this user story, when the user selects the Queue for Printing button after fulfilling the New Formation filing, the top-level tab for the Initial Report filing is automatically displayed, so that the user can begin completing this next dependent filing. This same method of automatically opening the next filing is used whenever work items are grouped by a common ID.

The user tabs through the form and enters the information required for the filing. The system validates fields as necessary when the user tabs out of the field. When all required data has been entered, the user selects the Fulfill button.

Receive	Fulfill	Admin	Reports	Search

Worklist

Exceptions/Holds

Generated Docs

Queue   Item 3570001   **Item 3570002**

ITEM ID	Service Type	Order ID	ID # if applicable	Entity Name	Receive Date	Balance Paid	Total Due	
ITEM 3570002	WA LLC- Initial Report	000-000	000-000-000		00/00/00	$0	$0	EDIT ITEM

Add/View Notes (0)

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Initial Report for WA Limited Liability Company

Entity Name

LUNCH BAG, LLC

UBI number: **987-654-321**   Account number: 2345432-10

Registered Agent

Agent type: Individual   Edit

    Name: Robert Johnson

    Phone: 360-555-1234

     Email: bob.johnson@bobs-corp.com

Street address   **Mailing address**

1234 5th Street NE   1234 5th Street NE
Suite 321   Suite 321
Olympia, WA   98001-1234   Olympia, WA   98001-1234
United States   United States

Principal Office in WA

Phone: 360-555-1234   Edit

 Email: bob.johnson@bobs-corp.com

Mailing address   **Street address**

2345 6th Street SW   1234 5th Street NE
#264   Suite 321
Olympia, WA 98001-2345   Olympia, WA 98001-1234

Fulfill   Save and Close

Receive   Fulfill   Admin   Reports   Search

The system displays the documents generated for the filing, and the user views, emails, prints locally, or queues for printing as already described earlier in this user story.

Since in this user story the user is processing a set of grouped work items, and the current work item is the final one in the group, when the user selects the Queue for Printing button all tabs for the work items in the group are closed and the Queue tab is displayed. The fulfilled items are no longer shown in the worklist.

Worklist

Exceptions/Holds

Generated Docs

Add/View Notes (0)

Add/View Exceptions

Data Entry Status
N/A

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Queue   Item 3570001   Item 3570002

ITEM ID	Service Type	Order ID	ID # if applicable	Entity Name	Receive Date	Balance Paid	Total Due	
ITEM 3570002	WA LLC- Initial Report	000-000	000-000-000		00/00/00	$0	$0	EDIT ITEM

Initial Report for WA Limited Liability Company

Entity Name

LUNCH BAG, LLC

UBI number: **987-654-321**

Registered Agent

Agent type: Individual

    Name: Robert Johnson

    Phone: 360-555-1234

    Email: bob.johnson@bobs-corp.com

Street address

    1234 5th Street NE
    Suite 321
    Olympia, WA   98001-1234
    United States

Documents Generated for This Item   ✕

Select All   Clear All

☑ Item 357002, Confirmation Letter

Queue for Printing | View | Email | Print for Me

Edit

Suite 321
Olympia, WA   98001-1234
United States

Edit

Principal Office in WA

Phone: 360-555-1234

  Email: bob.johnson@bobs-corp.com

Mailing address

    2345 6th Street SW
    #264
    Olympia, WA   98001-2345

Street address

    1234 5th Street NE
    Suite 321
    Olympia, WA   98001-1234

Fulfill   Save and Close

4.1.3   Non-UI Requirements

4.1.3.1 Generate Documents via Third-Party Tool

Generated documents are created in PDF format via a third-party tool.

4.1.3.2 View Documents via Third-Party Tool

Generated documents are viewed via a third-party tool.

4.2   User Fulfills a Standalone Filing (No Dependent Filings)

4.2.1   Description

User Story #	Story Action
US030	A user opens a standalone filing (*i.e.*, a filing with no dependent or grouped filings) from the Fulfill worklist, and fulfills it.

4.2.2   Wireframes

4.2.2.1 Open Filing from Worklist

The user opens a filing from the worklist as already detailed in Section 4.1.2.1 on page 108.

4.2.2.2 Fulfill Filing

The user fulfills the filing as already detailed in Section 4.1.2.2 on page 111. Since this is a single filing, when the user queues the fulfilled item for printing, the item closes and the Queue tab is displayed.

4.2.3   Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 4.1.3 on page 115.

4.3 User Finds an Exception While Fulfilling a Filing

4.3.1 Description

User Story #	Story Action
US031	A user finds an exception while fulfilling a filing. The user records the exception in the system and closes the filing.

4.3.2   Wireframes

4.3.2.1 Enter Exception Found in Filing

For this user story, while fulfilling the item, the user identifies an exception.

The user clicks the Add/View Exceptions button (see arrow).

| Receive | Fulfill | Admin | Reports | Search |

The system displays the Add/View Exceptions modal.

If no exceptions have previously been added to the item, the modal is empty.

Worklist
Exceptions/Holds
Generated Docs

Add/View Notes (5)

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Add/View Exceptions

Exception history for Item 3570003 - Annual Report for LUNCH BAG LLC

Date	Entered By	Type	Exception	Status	Resolution

EDIT ITEM

Exception area: [▼]

Enter exception:

[Add]

[View/Edit Exception Text] [Generate Exception Docs] [Save] [Cancel]

Duration

○ This Limited Liability Company shall have perpetual duration

○ This Limited Liability Company shall have a duration of [ ] years

State: WA ▼

[Fulfill] [Save and Close]

Receive   Fulfill   Admin   Reports   Search

From the drop-down list, the user selects the area of the form that contains the exception, enters a description of the exception, and clicks Add.

Worklist

Exceptions/Holds

Generated Docs

Add/View Notes (5)

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Add/View Exceptions   ✕

Exception history for Item 3570003 - Annual Report for LUNCH BAG LLC

Date	Entered By	Type	Exception	Status	Resolution

EDIT ITEM

Exception area: General filing   ▼

Enter exception:

Supporting Documents are not sufficient. More documentation is needed to complete filing.

Add

View/Edit Exception Text   Generate Exception Docs   Save   Cancel

State: WA ▼

Duration

◯ This Limited Liability Company shall have perpetual duration

◯ This Limited Liability Company shall have a duration of [   ] years

Fulfill   Save and Close

| | Receive | Fulfill | Admin | Reports | Search |

The exception is added to the exceptions grid, displaying the timestamp when it was added, the user name, the type of exception (Manual or System), the user-entered exception information, the exception's status, and the Resolve button (which is clicked later after the exception has been resolved).

The user clicks Save to save the changes that have been made to the exceptions grid.

Worklist

Exceptions/Holds

Generated Docs

Add/View Notes

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Add/View Exceptions

Exception history for Item 3570003 - Annual Report for LUNCH BAG LLC

Date	Entered By	Type	Exception	Status	Resolution
02-24-2015, 9:46 AM	Jerry Smith	Manual	General Filing: Supporting Documents are not sufficient. More documentation is needed to complete filing.	Active	Resolve

Exception area: ▼

Enter exception:

Add

View/Edit Exception Text   Generate Exception Docs   Save   Cancel

EDIT ITEM

Edit

Phone: 500-555-1234
Email: bob.johnson@bobs-corp.com

Mailing address
2345 6th Street SW
#264
Olympia, WA   98001-2345
United States

Street address
1234 5th Street NE
Suite 321
Olympia, WA   98001-1234
United States

Edit

4.3.3   Non-UI Requirements

4.3.3.1 Change Filing Status When Exception is Recorded

When an exception is recorded on a filing, the filing's status changes from Active to Needs Attention.

4.4   User Determines Wrong Information Was Entered for Filing & Corrects It, Resulting in Balance Due Exception

4.4.1   Description

User Story #	Story Action
US032	A user opens a filing from the Fulfill worklist and determines that the wrong category, subcategory, or service was recorded for the filing, or that the entity ID was entered incorrectly. The user makes the correction, after which the system automatically recalculates the balance due, and a Balance Due exception is triggered.

4.4.2   Wireframes

4.4.2.1 Change Service Type or Entity ID Information

Receive	Fulfill	Admin	Reports	Search

For this user story, the user opens the work item, looks at the form displayed by the system, looks at the document image on their second screen, and determines that the wrong service type was selected for the type of filing received.

The user clicks the Edit Item button to edit the information recorded when the item was received.

Worklist

Queue | ITEM 3570010

Exceptions/Holds

Generated Docs

ITEM ID	Order	Filing Type	ID # if applicable	Filing Date		Balance Paid	Total Due	
ITEM 3570010	O-3	LLC - Initial Report	UBI #	00/00/00		$10	$0	EDIT ITEM

Add/View Notes

Add/View Exceptions

Initial Report for WA Limited Liability Company

Data Entry Status
Incomplete

Entity Name

LUNCH BAG, LLC

Exception Status
Exceptions found
NO

UBI number: **987-654-321**   Account number: 2345432-10

Generated Docs
Not Yet Available

Registered Agent

Agent type: Individual   Edit

Supporting Docs

Supporting Document 1
Supporting Document 2

        Name: Robert Johnson

       Phone: 360-555-1234

        Email: bob.johnson@bobs-corp.com

Street address   **Mailing address**

   1234 5th Street NE   1234 5th Street NE
   Suite 321   Suite 321
   Olympia, WA   98001-1234   Olympia, WA   98001-1234
   United States   United States

Principal Office in WA

Phone: 360-555-1234   Edit

 Email: bob.johnson@bobs-corp.com

Mailing address   **Street address**

   2345 6th Street SW   1234 5th Street NE
   #264   Suite 321
   Olympia, WA   98001-2345   Olympia, WA   98001-1234
   United States   United States

The user selects or enters the correct information. For this user story, the user corrects the service type, and the new service type has a higher fee than the service type that was originally selected.

The new total due and a warning message are displayed (see arrows).

If the user clicks Confirm, a Balance Due exception is triggered.

	Receive	Fulfill	Admin	Reports	Search

Worklist

Queue | ITEM 3570010

Exceptions/Holds

Generated Docs

ITEM ID	Order	Service Type	ID # if applicable	Filing Date		Balance Paid	Total Due
ITEM 3570010	O-3	LLC - Initial Report	UBI #	00/00/00		$10	**$61**

Add/View Notes

Category	Subcategory	Service	
WA LLC	LLC	Annual Report	

This change will create a Balance Due exception.

Add/View Exceptions

987-654-321	LUNCH BAG, LLC

CANCEL | CONFIRM

Data Entry Status
Incomplete

Initial Report for WA Limited Liability Company

Exception Status
Exceptions found
NO

Entity Name

LUNCH BAG, LLC

Generated Docs
Not Yet Available

UBI number: **987-654-321**   Account number: 2345432-10

Supporting Docs

Supporting Document 1
Supporting Document 2

Registered Agent

Agent type: Individual   Edit

Name: Robert Johnson

Phone: 360-555-1234

Email: bob.johnson@bobs-corp.com

Street address   **Mailing address**

1234 5th Street NE   1234 5th Street NE
Suite 321   Suite 321
Olympia, WA   98001-1234   Olympia, WA   98001-1234
United States   United States

Principal Office in WA

Phone: 360-555-1234   Edit

Email: bob.johnson@bobs-corp.com

Mailing address   **Street address**

The item now has a balance due (see arrow).

Once the user saves and closes the item, the system moves the item to the exception queue.

	Receive	Fulfill	Admin	Reports	Search

Worklist

Queue | ITEM 3570010

Exceptions/Holds

Generated Docs

ITEM ID	Order	Filing Type	ID # if applicable	Filing Date	Balance Paid	Total Due	
ITEM 3570010	O-3	LLC - Annual Report	UBI #	00/00/00	$10	$61	EDIT ITEM

Add/View Notes

Annual Report for WA Limited Liability Company

Add/View Exceptions (1)

Entity Name

Data Entry Status
Incomplete

LUNCH BAG, LLC

UBI number: **987-654-321**   Account number: 2345432-10

Exception Status
Exceptions found
YES

Registered Agent

Generated Docs
Not Yet Available

Agent type: Individual   Edit

Name: Robert Johnson

Supporting Docs

Phone: 360-555-1234

Supporting Document 1
Supporting Document 2

Email: bob.johnson@bobs-corp.com

Street address   **Mailing address**

1234 5th Street NE   1234 5th Street NE
Suite 321   Suite 321
Olympia, WA   98001-1234   Olympia, WA   98001-1234
United States   United States

Principal Office in WA

Phone: 360-555-1234   Edit

Email: bob.johnson@bobs-corp.com

Mailing address   **Street address**

2345 6th Street SW   1234 5th Street NE
#264   Suite 321
Olympia, WA   98001-2345   Olympia, WA   98001-1234
United States   United States

4.4.3   Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 4.3.3.1 on page 122.

4.5 User Fulfills Multiple Filings for Same Entity

4.5.1 Description

User Story #	Story Action
US033	A user opens a filing from the Fulfill worklist for which the worklist contains multiple filings for the same entity. The user fulfills all of the entity's filings in succession.

4.5.2 Wireframes

4.5.2.1 Open Filing from Worklist

Multiple items for the same entity ID are shown on the Queue tab, with one item displayed and the rest hidden. The hidden items are shown when the user clicks the expander button next to the first item, but cannot be opened for editing. The user opens the first item as already detailed in Section 4.1.2.1 on page 108.

4.5.2.2 Fulfill First Filing

The user fulfills the first filing in the group as already detailed in Section 4.1.2.2 on page 111.

4.5.2.3 Fulfill Additional Filings

The user fulfills the additional filings in the group by repeating the steps already detailed in Section 4.1.2.3 on page 113.

4.5.3 Non-UI Requirements

4.5.3.1 System Holds New Items in Pending State Until They Can Be Fulfilled

Dependent filings can belong to multiple categories. For example, an entity could submit both a Corporations filing and a document request, and the document request could be related to the filing such that the filing must be fulfilled before the document request. If one group of users is fulfilling Corporations filings, and another group of users is fulfilling Document Request items, the system must hold the associated document request in a pending state and not display it in the worklist for Document Request users until the Corporations filing has been fulfilled.

4.6   User Enters Note on a Fulfilled Work Item

4.6.1   Description

User Story #	Story Action
US034	A user enters a note on a work item that is being fulfilled.

4.6.2 Wireframes

4.6.2.1 Enter Note on Work Item

To add a note on a work item that has been opened, the user clicks the Add/View Notes button (see arrow). The number in parentheses on the button indicates the number of notes that have been entered.

The system displays the Add/View Notes modal. The modal displays the notes that have been entered, along with the timestamp when the note was saved and the name of the user who entered the note.

The user enters a new note by typing the note in the "Enter note" field and clicking Save.

Receive	Fulfill	Admin	Reports	Search

Worklist

Queue   Item 3570001   Item 3570002

Exceptions/Holds

Generated Docs

ITEM ID	Order	Service Type	ID # if applicable	Filing Date	Balance Paid	Total Due
ITEM 357000					$0	$0

EDIT ITEM

Add/View Notes (5)

Add/View Notes ✕

Add/View Exceptions

Form WA Lin

Notes on Item 3570001 - LLC New Formation

Entity Name

Submit a name for

Date	Entered By	Note
02-20-2015, 10:26 AM	Lance Jackson	Lance Jackson entered this note. Lance Jackson thought this note would be helpful. Do you think this note is helpful? Lance Jackson would like to get your feedback.
02-20-2015, 3:46 PM	Mary Reynolds	Mary Reynolds wrote this note as a followup to Lance Jackson's helpful note.
02-26-2015, 12:59 PM	Mary Reynolds	Mary Reynolds also wrote this note.
02-27-2015, 8:14 AM	Lance Jackson	Lance Jackson entered an additional note to record information about this filing, after talking to the customer to get confirmation.
02-27-2015		

Data Entry Status
Incomplete

Registered Agent

Agent type: ◯ I

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Principal Office i

Phone:

Supporting Docs
Supporting Document 1
Supporting Document 2

Enter note:

Email:

Mailing address

Address 1:

ss

Address 2:

Zip:

State: WA ▾

Country: U

Save   Cancel

Duration

◯ This Limited Liability Company shall have perpetual duration

◯ This Limited Liability Company shall have a duration of [ ] years

Fulfill   Save and Close

4.6.3   Non-UI Requirements

There are no non-UI requirements for this user story.

4.7   User Views Non-System-Fulfilled Work Item, Fulfills It, Marks It as Fulfilled

4.7.1   Description

User Story #	Story Action
US035	A user opens a work item such as an apostille, domestic partnership, or summons & complain, none of which are fulfilled in the system. The user fulfills the work item outside of the system, and then in the system marks the item as fulfilled.

4.7.2   Wireframes

4.7.2.1 Open Non-System-Fulfilled Work Item

The user opens a work item that cannot be fulfilled within the system, but whose fulfillment status must be tracked by the system.

The user opens the work item to make any necessary changes to the item data, and to gather the information needed in order to fulfill the item.

The user selects the Save and Close button.

The system closes the item's tab and displays the Queue tab.

Receive	Fulfill	Admin	Reports	Search

Worklist

Exceptions/Holds

Generated Docs

Add/View Notes

Add/View Exceptions

Data Entry Status
N/A

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Queue | ITEM 3570008

ITEM ID	Order	Service Type	ID # if applicable	Filing Date	Balance Paid	Total Due	
ITEM 3570008	O-3	Summons & Complaints	UBI #000-000-000	00/00/00	$0	$0	EDIT ITEM

Summons & Complaints for LUNCH BAG, LLC

Entity Name

LUNCH BAG, LLC

UBI number: **987-654-321**   Account number: 2345432-10

☐ **Fulfilled**

Fulfill   Save and Close

4.7.2.2 Fulfill Work Item Outside of System

The user performs the necessary steps to perform the work item outside of the system.

4.7.2.3 Mark Work Item as Fulfilled

> The user re-opens the work item and selects the Fulfilled check box.
>
> The user selects the Fulfill button.
>
> The system records that the item has been fulfilled, closes the work item's tab, and displays the Queue tab.

Receive	Fulfill	Admin	Reports	Search

Worklist

Exceptions/Holds

Generated Docs

Add/View Notes

Add/View Exceptions

Data Entry Status
N/A

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Queue | ITEM 3570008

ITEM ID	Order	Service Type	ID # if applicable	Filing Date	Balance Paid	Total Due	
ITEM 3570008	O-3	Summons & Complaints	UBI #000-000-000	00/00/00	$0	$0	EDIT ITEM

Summons & Complaints for LUNCH BAG, LLC

Entity Name

LUNCH BAG, LLC

UBI number: **987-654-321**   Account number: 2345432-10

☑ **Fulfilled**

Fulfill   Save and Close

4.7.3   Non-UI Requirements

There are no non-UI requirements for this user story.

4.8   User Opens Returned Exception Filing, Contacts Customer, Closes Filing Without Resolving Exception

4.8.1   Description

User Story #	Story Action
US047	A user opens a returned exception filing, which appears in the Fulfill worklist. The user reviews the new information provided by the customer and determines that it is not sufficient to resolve the exception. The user generates a new exception letter to the customer and closes the filing without completing it.

4.8.2 Wireframes

4.8.2.1 Open "Review Ready" Filing

An item that was returned to the customer due to an exception and has been resubmitted by the customer has a system status of "Review Ready" (see arrow).

The user opens the work item from the worklist.

4.8.2.2 Review Exception and Filing

The user reviews the work item as already detailed in Section 4.1.2.2 on page 111.

The user reviews the exceptions that exist on the item by accessing the Add/View Exceptions modal as detailed in Section 4.3.2.1 on page 118.

4.8.2.3 Generate New Exception Letter

The user resolves any exceptions that can be resolved, adds any exceptions that need to be added, and clicks the View/Edit Exception Text button (see arrow).

Receive   Fulfill   Admin   Reports   Search

The system displays the View/Edit Exception Letter Text modal. The system pre-populates this modal with the descriptions of the exceptions that have been added for the work item, and allows the user to view the descriptions. The text entered here is included in the exception letter sent to the customer, which is generated by the system using a template.

The text is also editable, and if the user wishes to edit the text, the user clicks the Edit button.

Worklist

Exceptions/Holds

Generated Docs

Add/View Notes (5)

Add/View Exceptions

Data Entry Status
Incomplete OR Complete

Exception Status
Exceptions found Y/N

Generated Docs
Available OR Not Yet Available

Supporting Document 1
Supporting Document 2

Add/View Exceptions

Exceptio

Date
02-20-2 10:26 A
02-21-2 3:46 PM
02-21-2 3:46 PM

Exceptio

Enter exc

View/E

View/Edit Exception Letter Text

The following text describing the exceptions on this order/item will be included in the exception letter generated for:

Item 357001 - LLC New Formation

The following problems have been identified with your filing:

- Signature: The filing document does not include a signature.

- Registered Agent: The Registered Agent entity does not have a valid business registration.

- Effective Date: The Effective Date cannot be more than 90 days from the filing date.

Edit

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EDIT ITEM

State: WA

ancel

Duration

○ This Limited Liability Company shall have perpetual duration

Receive   Fulfill   Admin   Reports   Search

When the user clicks the Edit button, the text becomes editable.

After making any necessary edits to the text, the user clicks Save and the system closes the modal.

Worklist

Exceptions/Holds

Generated Docs

Add/View Exceptions

Exceptio

Date
02-20-2 10:26 A
02-21-2 3:46 PM
02-21-2 3:46 PM

Add/View Notes (5)

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Exceptio

Enter exe

View/E

View/Edit Exception Letter Text

The following text describing the exceptions on this order/item will be included in the exception letter generated for:
Item 357001 - LLC New Formation

B *I* <u>U</u>

The following problems have been identified with your filing:

- Signature: The filing document does not include a signature.

- Registered Agent: The Registered Agent entity does not have a valid business registration.

- Effective Date: The Effective Date cannot be more than 90 days from the filing date.

Save   Cancel

EDIT ITEM

olve

leted

rough tion

State: WA

ancel

Duration

◯ This Limited Liability Company shall have perpetual duration

◯ This Limited Liability Company shall have a duration of [   ] years

Fulfill   Save and Close

Receive   Fulfill   Admin   Reports   Search

The user clicks the Generate Exception Docs button (see arrow).

The system displays the Documents Generated for This Exception modal. By default, all documents are selected. The user can view, email, or print locally the selected documents.

The user clicks the Queue for Printing button to queue these exception documents to be batch-printed and mailed to the customer.

| Worklist |
| Exceptions/Holds |
| Generated Docs |

Add/View Notes (5)

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Add/View Exceptions

Exception history for Item 3570008 - LLC Annual Report for Lunch Bag, LLC

Date	Entered By	Type	Exception	Status	Resolution
02-20-2015, 10:26 AM	Gary McCoy	Manual	Signature: The filing document does not include a signature.	Active	Resolve
02-21-2015, 3:46 PM	Mary Reynolds	Syste	Registered Agent: The Registered Agent entity does not have a valid	Resolved	Completed
02-21-2015, 3:46 PM	Mary Reynolds	Syste		Active	Fix Through Validation

Documents Generated for This Exception

Select All   Clear All

☑ Item 357001, Exception Letter
☑ Item 357001, LLC New Formation

Queue for Printing   View   Email   Print for Me

Exception area:

Enter exception:

Add

View/Edit Exception Text   Generate Exception Docs   Save   Cancel

EDIT ITEM

State: WA

Duration
○ This Limited Liability Company shall have perpetual duration
○ This Limited Liability Company shall have a duration of [ ] years

Fulfill   Save and Close

4.8.3   Non-UI Requirements

4.8.3.1 New Exception Letter Resets Exception Filing Expiration Timer

A customer is typically given 30 days to respond to an exception letter on a work item. In the event that a customer responds but the exception still cannot be resolved in the system, resulting in a new exception letter being generated, the 30-day timer is reset for the customer.

4.9 User Opens Returned Exception Filing and Fulfills It

4.9.1 Description

User Story #	Story Action
US048	A user opens a returned exception filing, which appears in the Fulfill worklist. The user reviews the new information provided by the customer and determines that the exception has been resolved. The user fulfills the filing.

4.9.2 Wireframes

4.9.2.1 Open "Review Ready" Filing

The user opens a "Review Ready" filing as already detailed in Section 4.8.2.1 on page 138.

4.9.2.2 Review Exception and Filing

The user reviews the customer's re-submitted information and determines that the exception has been resolved.

The customer clicks Add/View Exceptions and the system displays the Add/View Exceptions modal.

The user clicks the Resolve button next to all of the exceptions that have not yet been marked as such.

Receive	Fulfill	Admin	Reports	Search

Add/View Exceptions   ✕

Exception history for Item 3570008 - LLC Annual Report for Lunch Bag, LLC

Date	Entered By	Type	Exception	Status	Resolution
02-20-2015, 10:26 AM	Gary McCoy	Manual	Signature: The filing document does not include a signature.	Active	Resolve

Worklist

Exceptions/Holds

Generated Docs

Add/View Notes (5)

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Exception area: [▼]

Enter exception:

[   ]   [Add]

[View/Edit Exception Text]   [Generate Exception Docs]   [Save]   [Cancel]

EDIT ITEM

State: WA ▼

Duration

○ This Limited Liability Company shall have perpetual duration

○ This Limited Liability Company shall have a duration of [   ] years

[Fulfill]   [Save and Close]

	Receive	Fulfill	Admin	Reports	Search

The system marks the selected exceptions as resolved.

The user clicks Save.

The system closes the Add/View Exceptions modal.

Worklist

Exceptions/Holds

Generated Docs

Add/View Notes (5)

Add/View Exceptions

Data Entry Status
Incomplete

Exception Status
Exceptions found
NO

Generated Docs
Not Yet Available

Supporting Docs
Supporting Document 1
Supporting Document 2

Add/View Exceptions   ✕

Exception history for Item 3570008 - LLC Annual Report for Lunch Bag, LLC

Date	Entered By	Type	Exception	Status	Resolution
02-20-2015, 10:26 AM	Gary McCoy	Manual	Signature: The filing document does not include a signature.	Resolved	Completed

Exception area: [▼]

Enter exception:

[   ]   [Add]

[View/Edit Exception Text] [Generate Exception Docs]   [Save] [Cancel]

EDIT ITEM

State: WA ▼

Duration

◯ This Limited Liability Company shall have perpetual duration

◯ This Limited Liability Company shall have a duration of [   ] years

[Fulfill] [Save and Close]

4.9.2.3 Fulfill Filing

The user fulfills the work item as already described in Section 4.1.2.3 on page 113.

4.9.3 Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in previous user stories.

5   DOCUMENT REQUEST USER STORIES

5.1   User Fulfills a Document Request for Regular or Certified Copies

5.1.1   Description

User Story #	Story Action
US054	A user fulfills a request for certified or non-certified copies.

5.1.2   Wireframes

5.1.2.1 Open Request for Copies

The user opens a copy request from the Fulfill worklist, using the same process described in Section 4.1.2.1 on page 108.

5.1.2.2 Select Requested Documents

| Receive | Fulfill | Admin | Reports | Search |

| Worklist | | Queue | ITEM 3570008 | | | | | | | | |

| Exceptions/Holds | | ITEM ID | Service Type | Order | ID # if applicable | Entity Name | Receive Date | If Applicable* | Balance Paid | Total Due | |
| Generated Docs | | ITEM 3570008 | Certified Copies | 000-000 | 000-000-000 | Lunch Bag LLC | 00/00/00 | Note | $0 | $0 | EDIT ITEM |

Add/View Notes

Add/View Exceptions

Certified Copies for LUNCH BAG, LLC

Entity Name

LUNCH BAG, LLC

Data Entry Status
N/A

UBI number: **987-654-321**   Account number: 2345432-10

Exception Status
Exceptions found
NO

Number of Pages [0]   Number of Copies [0]   [Docs Requested]

Generated Docs
Certified Copy of Doc A
Certified Copy of Doc B

Supporting Docs
Supporting Document 1
Supporting Document 2

[Fulfill]   [Save and Close]

When the document request item is opened, the system displays the scanned image of the customer's document request on their second screen.

The user clicks the Docs Requested button (see arrow) and selects the documents that will meet the user's request. The viewing and selecting of documents is done via a third-party document image tool to be integrated with the system. The system automatically calculates the number of pages in the request.

5.1.2.3 Enter Number of Copies

Receive	Fulfill	Admin	Reports	Search

Worklist

Exceptions/Holds

Generated Docs

Queue | ITEM 3570008

ITEM ID	Service Type	Order	ID # if applicable	Entity Name	Receive Date	If Applicable*	Balance Paid	Total Due	
ITEM 3570008	Certified Copies	000-000	000-000-000	Lunch Bag LLC	00/00/00	Note	$0	$0	EDIT ITEM

Certified Copies for LUNCH BAG, LLC

Entity Name

LUNCH BAG, LLC

UBI number: **987-654-321**   Account number: 2345432-10

Number of Pages [0]   Number of Copies [0]   Docs Requested

Fulfill   Save and Close

The user enters the number of copies being requested in the Number of Copies field (see arrow), upon which the system calculates the price of the document request.

When the document request was received, the system assessed the base fee for the document request. If the customer requested a total number of pages that requires a payment greater than the base fee and greater than the amount paid by the customer, then the system triggers a balance due exception and the document request is routed to exception handling, following the same logical process detailed in Section 4.4 on page 123 (except that the user does not make changes to the item information at the top of the tab).

5.1.2.4 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 4.1.2.2 on page 111. When the user queues the fulfilled document request for printing, the item closes and the Queue tab is displayed.

5.1.3 Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 3.15.3.1 on page 102.

5.2 User Fulfills a Request for Certificate

5.2.1 Description

User Story #	Story Action
US055	A user fulfills a request for a certificate.

5.2.1.1 Open Request for Certificate

The user opens a certificate request from the Fulfill worklist, using the same process described in Section 4.1.2.1 on page 108.

5.2.1.2 Select Certificate Types

The user selects the certificate type or types similar to how documents are selected in Section 5.1.2.2 on page 150, except that the button is labeled Certificates rather than Docs Requested.

5.2.1.3 Enter Number of Copies of Certificates

The user enters the number of copies to be produced of the selected certificate or certificates, as already detailed in Section 5.1.2.3 page 151.

5.2.1.4 Generate Documents for Customer

The user generates documents for the customer as already detailed in Section 4.1.2.2 on page 111. When the user queues the fulfilled document request for printing, the item closes and the Queue tab is displayed.

5.2.2 Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in Section 3.15.3.1 on page 102.

6 DOCUMENT MANAGEMENT USER STORIES

The document management component of the Corporations and Charities System will require the implementation of a third-party document management tool, and decisions regarding the product to be acquired and used will be made during the development phase of the project. Therefore, this section does not present UI wireframes, but instead states user stories to inform the selection of the document management tool.

6.1 User Splits a Single Scan into Multiple Documents

User Story #	Story Action
US036	Multiple documents for one work item have been scanned together as a single PDF file. The user splits off each distinct document into its own separate document.

6.1.1 Requirements

6.1.1.1 User Defines Start of Each Separate Document

The document management interface allows the user to define the page number break points where each document is split off from the others.

6.1.1.2 Tool Saves Each Separate Document as a PDF File

The document management tool saves each of the defined documents as a separate PDF file.

6.1.1.3 System Associates Documents With Work Item

The system associates each of the new document PDF files with the work item.

6.2   User Merges Multiple Scans into a Single Document

User Story #	Story Action
US037	Either accidentally or on purpose, a single document was scanned in total as part of multiple scanning jobs (e.g., a document has more pages than the scanner could accommodate). The user merges the resulting multiple PDF files into a single document.

6.2.1   Requirements

6.2.1.1 User Selects the Documents to Join

The document management interface allows the user to select which PDF files to join.

6.2.1.2 User Selects the Order of Joined Documents

The document management interface allows the user to select the order in which the PDF files should be joined.

6.2.1.3 Tool Saves New Version of Document

The document management tool saves the document with the joined pages.

6.2.1.4 System Discards Unneeded Documents

After the user completes the joining of PDF documents, there are documents remaining that are no longer needed. The system discards these documents.

6.3   User Replaces One or More Pages in a Document

User Story #	Story Action
US038	A user needs to replace one or more pages in a previously scanned document with newly scanned pages.

6.3.1   Requirements

6.3.1.1 User Selects Pages to Be Replaced

The document management interface allows the user to select which pages in the original document need to be replaced.

6.3.1.2 User Selects Document With Which to Replace Pages

The document management interface allows the user to select the new document that should replace the selected pages in the original document.

6.3.1.3 Tool Saves New Version of Document

The document management tool saves the document with the replaced pages.

6.4   User Deletes Unneeded Pages from a Document

User Story #	Story Action
US039	A user scans a document, and upon reviewing the document determines that the document image contains superfluous pages. The user deletes the extra pages and saves a new version of the document.

6.4.1   Requirements

6.4.1.1 User Selects Pages to Be Deleted

The document management interface allows the user to select which pages should be deleted from the PDF document.

6.4.1.2 Tool Saves New Version of Document

The document management tool deletes the unneeded pages from the document and saves a new version of the document.

6.5   User Rotates Pages in a Document

User Story #	Story Action
US040	A user scans a document, and upon reviewing the document determines that the document image contains pages that need to be rotated. The user rotates the pages to the correct orientation.

6.5.1   Requirements

6.5.1.1 User Selects Pages to Be Rotated

The document management tool allows the user to select a page or range of pages to be rotated.

6.5.1.2 User Selects New Orientation of Pages

The document management tool allows the user to select the new orientation for the selected pages (*e.g.*, rotate clockwise 90 degrees).

6.5.1.3 Tool Saves New Version of Document

The document management tool rotates the selected pages and saves a new version of the document.

6.6   User Replaces an Entire Older Version of a Document With a Newer Version of the Same Document

User Story #	Story Action
US041	A document previously has been scanned into the system and has been associated to a work item. The customer later provides a new version of the same document, which now needs to replace the original document in the system (*e.g.*, a document was found to have exceptions and was returned to the customer for correction, and the customer has now returned the corrected document). The user scans the new version of the document and replaces the previous version of the document with the new one.

6.6.1   Requirements

6.6.1.1 User Selects Document to Be Replaced

The document management tool allows the user to select which document is to be replaced.

6.6.1.2 User Selects Document That Should Replace Selected Document

The document management tool allows the user to select the newly scanned document, which will replace the original document.

6.6.1.3 System Saves New Document as New Version of Original Document

The system replaces the association between the work item and the original document with one between the work item and the new document, and versions the new document accordingly.

7   EXCEPTIONS USER STORIES

7.1   User Opens "Needs Attention" Exception Item, Calls Customer, Clears Exception

User Story #	Story Action
US044	In the Exceptions worklist, the user opens an exception with a status of "Needs Attention." The exception is such that the user can resolve it by speaking with the customer via phone. The user resolves the exception in the system.

7.1.1 Wireframes

7.1.1.1 Open Order Containing "Needs Attention" Exception from Exceptions Worklist

The exceptions worklist displays work items matching the selected filter options, grouped by their order ID. If an order has at least one work item with an exception, that order is listed in the exceptions worklist.

A work item can have one of four statuses: Needs Attention, Awaiting Response, Aged, and To Delete. Each of these is explained in the appropriate place in this section. There is also a fifth status called Multiple Statuses, which is displayed when an order contains multiple work items with exceptions, and their exception status are not all the same.

For this user story, the user opens an exception that has a status of Needs Attention (see arrow) by selecting its order ID. A Needs Attention item is a new item that has an exception, or an item that was returned to the customer with an exception, and the customer has returned the updated item to SOS.

Receive   Fulfill   Admin   Reports   Search

Worklist

Exceptions/Holds

Generated Docs

Workgroup: (check box locked if no access granted)

☐ Corporations ☐ Trademarks ☐ Doc Requests ☐ Domestic Partnerships ☐ Apostilles
☐ Charities ☐ Trusts ☐ Fundraisers ☐ Summons & Complaints ☑ All

Status:
◉ Needs Attention ◯ Awaiting Response ◯ Aged ◯ To Delete ◉ All

Exception Type:
☐ Balance Due ☐ Incomplete ☐ No Barcode/ ID ☐ Missing Docs ☐ Other ☑ All

Date Range:
◉ All ◯ Start Date to End Date

Search: _____

[Apply Filters]

[Clear Filters]

Each order row in the exceptions worklist can be expaned by selecting its expander button. When an order is expanded, the item or items in the order are listed.

The user can view additional information about an individual item by hovering the pointer over the Supporting Docs, Notes, or Exceptions labels (see arrow).

ORDER ID		Receive Date	Expires In	Item(s)	Exception(s)	Status	In Use By
⊟ ORDER 000-000	$	01/01/01	18 Days	0	0	Awaiting Response	
Item 1: (Item ID)	ID# 000-000-000			Entity Name	Service Type	Supporting Docs Note Exception(s)	
						If Applicable*	
Item 1: (Item ID)	ID# 000-000-000			Entity Name	Service Type	Supporting Docs Note Exception(s)	
Item 1: (Item ID)	ID# 000-000-000			Entity Name	Service Type	Supporting Docs Note Exception(s)	
Item 1: (Item ID)	ID# 000-000-000			Entity Name	Service Type	Supporting Docs Note Exception(s)	
⊞ ORDER 000-001		01/01/01		0	0	Needs Attention	
⊞ ORDER 000-002	$	01/01/01	28 Days	0	0	Awaiting Response	J. Smith
⊞ ORDER 000-003		01/01/01	EXPIRED	0	0	Aged	
⊞ ORDER 000-004		01/01/01	EXPIRED	0	0	To Delete	

7.1.1.2 View the Exception Item

The system opens a top-level tab for the order. The order's exception items are displayed in the top half of the tab, and the non-exception items are listed in the bottom half. The non-exception items are not editable in this view.

The user can modify the category, subcategory, and service for the item if needed (via the drop-down lists), and the user can also view, enter, or edit data for the item (by selecting the Edit/Enter Data button).

The user can view the exceptions that have been entered on the item by selecting the Exceptions button.

Receive	Fulfill		Admin	Reports		Search

Worklist

Exceptions/Holds

Generated Docs

Worklist | Order 000-000

ORDER ID	Receive Date	Expiration Date	Item(s)	Exception(s)	Status	Balance Due
ORDER 000-000	01/01/01	02/01/01	4	2	Awaiting Response	$0

| ITEM 3570000 | Service Type | ID# 000-000-000 | Entity Name/ID (if applicable) | | Generated Docs | If Applicable Supporting Docs | PAID |

Category

Subcategory

Service

Exceptions (1) | Add/View Note (1) | Edit/Enter Data

Generate Docs | Save & Close | Release into Fulfil Queue

This wireframe depicts the view of the interface when an order contains multiple work items with exceptions.

ORDER ID	Receive Date	Expiration Date	Item(s)	Exception(s)	Status	Balance Due
ORDER 000-000	01/01/01	02/01/01	4	2	Awaiting Response	

| ITEM 3570000 | Service Type | ID# 000-000-000 | Entity Name/ID (if applicable) | | Generated Docs | If Applicable Supporting Docs | PAID |

Category

Subcategory

Service

Exceptions (1) | Add/View Note (1) | Edit/Enter Data

Generate Docs | Save & Close | Release into Fulfil Queue

Payment Information

| Payer Name | | Payment Method | **Balance Due: $0** | Total Received: $0 | Edit/Add Payment |

Non-Exception Items:

| ITEM 3570000 | Service Type | ID# 000-000-000 | Entity Name/ID (if applicable) | FULFILLED | Generated Docs | Supporting Docs | Note | PAID |
| ITEM 3570000 | Service Type | ID# 000-000-000 | Entity Name/ID (if applicable) | ACTIVE | Generated Docs | Supporting Docs | Note | PAID |

7.1.1.3 View or Add Notes About the Exception Item

If desired, the user can view or enter new notes about the item by selecting the Add/View Note button. The system displays the Add/View Notes modal as already detailed in Section 4.6.2.1 on page 130.

7.1.1.4 Resolve the Exception

For this user story, the user has reviewed the item and exception information and has determined that the exception has been resolved.

The user selects the Exceptions button (see arrow).

Receive	Fulfill	Admin	Reports	Search

Worklist
Exceptions/Holds
Generated Docs

Worklist | Order 000-001

ORDER ID	Receive Date	Expiration Date	Item(s)	Exception(s)	Status		Balance Due
ORDER 000-001	01/01/01	02/01/01 📅	3	1	Needs Attention		$0

| ITEM 3570000 | Service Type | ID# 000-000-000 | Entity Name/ID (if applicable) | | Generated Docs | If Applicable Supporting Docs | PAID |

Category   Subcategory   Service

Exceptions (1)   Add/View Note (1)   Edit/Enter Data

Generate Docs   Save & Close   Release into Fulfill Queue

Payment Information

Payer Name   Payment Method   **Balance Due: $0**   Total Received: $0   Edit/Add Payment

Non-Exception Items:

| ITEM 3570000 | Service Type | ID# 000-000-000 | Entity Name/ID (if applicable) | FULFILLED | Generated Docs | Supporting Docs | Note | PAID |
| ITEM 3570000 | Service Type | ID# 000-000-000 | Entity Name/ID (if applicable) | ACTIVE | Generated Docs | Supporting Docs | Note | PAID |

Receive   Fulfill   Admin   Reports   Search

Worklist

Worklist | Order 000-001

Exceptions/Holds

Generated Docs

ORDER ID	Receive Date	Expiration Date	Item(s)	Exception(s)	Status	Balance Due

ORDER 000-001

ITEM

Categ

The user clicks the Resolve button for each exception, and then clicks Save.

The system closes the Add/View Exceptions modal.

Add/View Exceptions   ✕

Exception history for Item ####### - SERVICE_TYPE for ENTITY

Date	Entered By	Type	Exception	Status	Resolution
02-20-2015, 10:26 AM	Jerry Smith	Manual	Illegible Writing: Address is unreadable	Needs Attention	Resolve

Clear All

Exception area: ▼

Enter exception:

Add

View/Edit Exception Text   Generate Exception Docs   Save   Cancel

Paymen

Payer

Non-

ITEM

ITEM

er Data

Queue

ayment

7.1.1.5 Release the Exception Item into the Fulfill Queue

For each work item that has had its exceptions cleared, the Release into Fulfill Queue button is enabled.

For the exception to be released, the user selects the Release into Fulfill Queue button.

The system closes the order tab, and the work item now appears in the Fulfill worklist. If there are no additional work items with exceptions in the order, the system no longer displays the order in the exceptions queue.

7.1.2 Non-UI Requirements

There are no non-UI requirements for this user story.

7.2   User Opens "Needs Attention" Exception, Generates Letter to Customer, Does Not Resolve Exception

User Story #	Story Action
US045	In the Exceptions worklist, the user opens an exception with a status of "Needs Attention." The exception is one requiring that an exception letter be sent to the customer. The user opens the exception, generates a letter to the customer, and closes the exception without resolving it. The exception's status changes to "Awaiting Response," and the expiration countdown begins for the exception.

7.2.1 Wireframes

7.2.1.1 Open Order Containing "Needs Attention" Exception from Exceptions Worklist

| | Receive | Fulfill | Admin | Reports | Search |

Worklist

Exceptions/Holds

Generated Docs

The user selects an order containing a Need Attention exception from the worklist (see arrow).

Worklist

Workgroup: (check box locked if no access granted)
☐ Corporations ☐ Trademarks ☐ Doc Requests ☐ Domestic Partnerships ☐ Apostilles
☐ Charities ☐ Trusts ☐ Fundraisers ☐ Summons & Complaints ☑ All

Date Range:
◉ All ○ [Start Date] to [End Date]

[Apply Filters]

Search: [   ]

[Clear Filters]

Status:
○ Needs Attention ○ Awaiting Response ○ Aged ○ To Delete ◉ All

Exception Type:
☐ Balance Due ☐ Incomplete ☐ No Barcode/ ID ☐ Missing Docs ☐ Other ☑ All

ORDER ID	Receive Date	Expires In	Item(s)	Exception(s)	Status	In Use By
⊞ ORDER 000-000 $	01/01/01	18 Days	0	0	Awaiting Response	P. Parks
⊞ ORDER 000-001	01/01/01		0	0	Needs Attention	
⊞ ORDER 000-002 $	01/01/01	28 Days	0	0	Awaiting Response	S. Kern
⊞ ORDER 000-003	01/01/01	30 Days	0	0	Awaiting Response	
⊞ ORDER 000-004	01/01/01	EXPIRED	0	0	To Delete	

7.2.1.2 View Exceptions and Exception Letter Text

The user views the exceptions that have been entered on the item as already detailed in Section 4.3.2.1 on page 118, and reviews the exception letter text as already detailed in Section 4.8.2.3 on page 140, modifying the exception letter text if necessary.

7.2.1.3 Generate Exception Letter

The user selects the Generate Docs button. The system displays the Documents Generated for This Exception modal, as already detailed in Section 4.8.2.3 on page 140. The user generates the exception letter to send to the customer.

Once the system closes the modal, hovering the pointer over the Generated Docs label displays the exception letter in the list of generated documents (see arrow).

7.2.1.4 Save and Close Work Item

Once the user generated the exception letter, the user selects the Save and Close button to save and close the order.

In the exceptions worklist, the order's status changes from Needs Attention to Awaiting Response (see arrow).

The Awaiting Response status indicates that contact with the customer has been initiated, and that the expiration countdown has begun for the work item.

The number of days til expiration is displayed in the Expires In column (see arrow).

7.2.2   Non-UI Requirements

There are no non-UI requirements for this user story.

7.3   User Opens "Awaiting Response" Exception, Contacts Customer, Does Not Resolve Exception

User Story #	Story Action
US046	In the Exceptions worklist, the user opens an exception with a status of "Awaiting Response." The user contacts the customer, and then optionally extends the expiration deadline for the exception. The user closes the exception without resolving it.

7.3.1   Wireframes

7.3.1.1 Open Order Containing "Awaiting Response" Exception from Exceptions Worklist

7.3.1.2 Review Latest Customer-Submitted Information and Generate New Exception Letter

Receive	Fulfill	Admin	Reports	Search

Worklist

Exceptions/Holds

Generated Docs

Worklist	Order 000-001

ORDER ID	Receive Date	Expiration Date	Item(s)	Exception(s)	Status	Balance Due
ORDER 000-001	01/01/01	02/01/01	3	1	Needs Attention	$0

ITEM 3570000	Service Type	ID# 000-000-000	Entity Name/ID (if applicable)	Generated Docs	If Applicable Supporting Docs	PAID

Category

Subcategory

Service

Item 3570000, Exception Letter 1

Item 3570000, Exception Letter 2

Exce...   )   Edit/Enter Data

The user reviews the latest information submitted by the customer, as already detailed in Section 7.1.1.2 on page 163.

The user determines that the exception cannot be resolved, and generates a new exception letter as detailed in Section 7.2.1.2 on page 172 and Section 7.2.1.3 on page 173.

Once the system closes the Documents Generated for This Exception modal, hovering the pointer over the Generated Docs label displays the exception letter in the list of generated documents (see arrow).

Generate Docs   Save & Close   Release into Fulfill Queue

Payment Information

Payer Name   Payment Method   **Balance Due: $0**   Total Received: $0   Edit/Add Payment

Non-Exception Items:

ITEM 3570000	Service Type	ID# 000-000-000	Entity Name/ID (if applicable)	FULFILLED	Generated Docs	Supporting Docs	Note	PAID
ITEM 3570000	Service Type	ID# 000-000-000	Entity Name/ID (if applicable)	ACTIVE	Generated Docs	Supporting Docs	Note	PAID

7.3.1.3 Modify Expiration Date for Order

If desired, the user can modify the expiration date for the order. The user changes the date either by editing the date directly in the Expiration Date box or by clicking the calendar icon and selecting a new future expiration date.

When the user makes the change, the system displays the Reason for Date Change modal (see arrow), in which the user must enter a note explaining why the date was changed. If no note is entered, the date change cannot be completed.

Once the note has been entered and saved, the system assigns the new expiration date, and the entered note is viewable in the Add/View Notes modal.

7.3.2   Non-UI Requirements

There are no non-UI requirements for this user story.

7.4   User Opens Expired Exception and Extends Expiration Period

User Story #	Story Action
US049	In the Exceptions worklist, the user opens an expired exception. The user extends the expiration period for the exception, and then closes the exception.

7.4.1   Wireframes

7.4.1.1 Open Order Containing "Expired" Exception from Expiration Worklist

In the exceptions worklist, the user selects to open an order with an Expires In column value of "Expired" (see arrow).

7.4.1.2 Modify Expiration Date for Order

The user changes the order's expiration date, as already detailed in Section 7.3.1.3 on page 180.

7.4.1.3 Save and Close Work Item

The user saves and closes the order. The order's status changes to Awaiting Response from either Aged or To Delete, whichever it had previously, and the new Expires In date is displayed.

A status of Aged means that the order has reached its expiration date.

A status of To Delete means that the order is sufficiently past the expiration date that it should be deleted.

The time thresholds for these statuses are configured according to SOS business rules.

Receive	Fulfill	Admin	Reports	Search

Worklist
Exceptions/Holds
Generated Docs

Worklist   Order 000-001

Workgroup: (check box locked if no access granted)
☐ Corporations   ☐ Trademarks   ☐ Doc Requests   ☐ Domestic Partnerships   ☐ Apostilles
☐ Charities   ☐ Trusts   ☐ Fundraisers   ☐ Summons & Complaints   ☑ All

Date Range:
⦿ All   ◯ Start Date to End Date
Search:

Apply Filters
Clear Filters

Status:
◯ Needs Attention   ◯ Awaiting Response   ◯ Aged   ◯ To Delete   ⦿ All

Exception Type:
☐ Balance Due   ☐ Incomplete   ☐ No Barcode/ ID   ☐ Missing Docs   ☐ Other   ☑ All

ORDER ID		Receive Date	Expires In	Item(s)	Exception(s)	Status	In Use By
⊞ ORDER 000-000	$	01/01/01	18 Days	0	0	Awaiting Response	P. Parks
⊞ ORDER 000-001		01/01/01		0	0	Needs Attention	J. Smith
⊞ ORDER 000-002	$	01/01/01	28 Days	0	0	Awaiting Response	S. Kern
⊞ ORDER 000-003		01/01/01	30 Days	0	0	Awaiting Response	
⊞ ORDER 000-004		01/01/01	EXPIRED	0	0	To Delete	

7.4.2   Non-UI Requirements

There are no non-UI requirements for this user story.

7.5 User Opens Expired "To Delete" Exception and Manually Approves Work Item's Expiration

User Story #	Story Action
US050	In the Exceptions worklist, the user opens an expired exception with a status of To Delete. The user manually confirms that the work item should be expired.

7.5.1   Wireframes

7.5.1.1 Confirm Expiration of Order

The user reviews the item that has To Delete status to ensure that it should be permanently expired in the system, and then selects the Expire Item button.

If there are no other items with exceptions in the order, the system closes the order tab, and the order is no longer displayed in the exceptions worklist.

7.5.2   Non-UI Requirements

7.5.2.1 System Purges Confirmed Expired Items

The system deletes expired work items that have been confirmed for expiration. The deletions occur in occordance with a schedule determined by SOS.

8   SEARCH USER STORIES

8.1   User Searches for Any Matching Record Type

User Story #	Story Action
US077	A user performs a search for any matching record type.

8.1.1   Wireframes

8.1.1.1 User Searches for Any Matching Record

Receive   Fulfill   Admin   Reports   Search

All

Entity

Order

Item

Payment

Category:

☐ Corporations   ☐ Trademarks   ☐ Doc Requests   ☐ Domestic Partnerships   ☐ Apostilles   ☐ RA
☐ Charities   ☐ Trusts   ☐ Fundraisers   ☐ Summons & Complaints   ☐ Entity   ☑ All

Email: _____   Has: _____   Jurisdiction:
Phone: _____   Doesn't Have: _____   ◯ Domestic ◯ Foreign ⦿ All

Search: _____   Apply Filters

Date Range:
⦿ All ◯ [Start Date] to [End Date]   Clear Filters

ENTITY NAME	ID # if applicable *Charities will use FEIN# and Reg ID**	SERVICE TYPE	ITEM ID	ORDER ID	RECEIVE DATE
ENTITY NAME	000-000-000	Profit Corp - Annual Report	3570000	000-000	00/00/00
ENTITY NAME	000-000-000	PROFILE			
ENTITY NAME	000-000-000	Nonprofit - Amendment	3570000	000-000	00/00/00
ENTITY NAME	000-000-000	Profit Corp - Annual Report	3570000	000-000	00/00/00
ENTITY NAME	000-000-000	Nonprofit - Amendment	3570000	000-000	00/00/00
ENTITY NAME	000-000-000	PROFILE			
ENTITY NAME	000-000-000	Nonprofit - Amendment	3570000	000-000	00/00/00
ENTITY NAME	000-000-000	Profit Corp - Annual Report	3570000	000-000	00/00/00

By default, the Search interface displays the All tab, which allows the user to search for entities, orders, items, and payments through a unified view.

The user enters their filter criteria and selects the Apply Filters button (see arrow).

The system displays records across all categories that match the user's criteria.

The user opens the desired entity, order, item, or payment by selecting the corresponding entity name (see arrow).

The selection is displayed on a new top-level tab.

8.1.2   Non-UI Requirements

There are no non-UI requirements for this user story.

8.2   User Searches for an Entity

User Story #	Story Action
US058	A user performs a search for an entity.

8.2.1   Wireframes

8.2.1.1 Search for Entity by Entity Type

The user selects the Entity tab (see arrow), enters their filter criteria, and selects the Apply Filters button.

The system displays entity records that match the user's criteria.

The user opens the desired entity record by selecting its entity name.

8.2.1.2 View an Entity Profile

The system displays the entity on a new top-level tab, which contains the entity profile.

From here, the user can generate a filing form pre-filled with the entity's information, view existing notes on the entity and add new ones, and (if desired by SOS) make updates to the entity's information.

Also on the entity profile, the user can view documents that have been received from or generated for the entity.

8.2.2   Non-UI Requirements

There are no non-UI requirements for this user story.

8.3   User Searches for an Item

User Story #	Story Action
US059	A user performs a search for a work item.

8.3.1 Wireframes

8.3.1.1 Search for a Work Item

The user selects the Item tab (see arrow), enters their filter criteria, and selects the Apply Filters button.

The system displays work item records that match the user's criteria.

The user opens the desired work item by selecting its item number.

8.3.1.2 View a Work Item

The system displays the work item on a new top-level tab. The user is able to view information about the work item and edit information if the user has the appropriate permissions.

| ITEM | ITEM 3570000 |

ITEM ID	Service Type	Expedite	Order	ID # if applicable Charities Will use FEIN# and Reg ID**	Entity Name	Receive Date	If Applicable*	Status	Balance Due
ITEM 3570000	Profit Corp - Annual Report	▶▶	000-000	000-000-000	Bella Beauty	00/00/00	Supporting Docs	Active	$0.00

Category   Subcategory   Service   ☐ Exceptions

Attach Doc   Add/View Notes   Edit Data

Payment Information

Payer Name	Payer Address	Payment Method	Total Received	Balance Due
John Smith	1234 Fortner Drive, Olympia WA 98501	Credit Card	$0.00	$0.00

Generate Docs   Save   Cancel

Receive   Fulfill   Admin   Reports   Search

All
Entity
Order
Item
Payment

8.3.2 Non-UI Requirements

There are no non-UI requirements for this user story.

8.4   User Searches for an Order

User Story #	Story Action
US060	A user performs a search for an order.

8.4.1 Wireframes

8.4.1.1 Search for an Order

The user selects the Order tab (see arrow), enters their filter criteria, and selects the Apply Filters button.

The system displays order records that match the user's criteria.

The user opens the desired order by selecting its order number.

8.4.1.2 View an Order

Receive	Fulfill	Admin	Reports	Search

All

Entity

Order

Item

Payment

ORDER | Order 000-000

ORDER ID	Filing Date	Item(s)	Exception(s)	Status	Balance Due
ORDER 000-000	01/01/01	0	0	Active	**$0.00**

Item 1: (Item ID)   ID# 000-000-000   Filing Type   Entity Name/ID (if applicable)   Supporting Docs   Note   Exception(s) $0.00
If Applicable** Clickable? OR Module

Category   Subcategory   Service   ☐ Exception

Attach Doc   Enter Note   Edit Data

Item 1: (Item ID)   ID# 000-000-000   Filing Type   Entity Name/ID (if applicable)   Supporting Docs   Note   Exception(s) $0.00

Item 1: (Item ID)   ID# 000-000-000   Filing Type   Entity Name/ID (if applicable)   Supporting Docs   Note   Exception(s) $0.00

Item 1: (Item ID)   ID# 000-000-000   Filing Type   Entity Name/ID (if applicable)   Supporting Docs   Note   Exception(s) $0.00

Payment Information

Payer Name	Payer Address	Payment Method	Total Received	Balance Due
John Smith	1234 Fortner Drive, Olympia WA 98501	Credit Card	$0.00	$0.00

Edit Payment

Payment Information   **Balance Due: $ 0**

Payer Name   John Smith   Payment Method   [   ] ▾

Address 1:   1234 Fortner Drive   Payment Amount $ 0.00   Delete Payment

Address 2:   [   ]

Zip: 98501   City: Olympia   State: WA ▾

Country: United States ▾   Add Payment

Generate Docs   Update Order   Void Order

> The system displays the order on a new top-level tab. The user is able to view information about the order and edit the order if the user has the appropriate permissions.

Receive   Fulfill   Admin   Reports   Search

All

Entity

Order

Item

Payment

PAYMENT   Order 000-000

ORDER ID	Filing Date	Item(s)	Exception(s)	Status	Balance Due
ORDER 000-000	01/01/01	4	1	Exception(s)- BALANCE DUE	**$50.00**

This wireframe displays an alternate view of the displayed order, in which the order has a balance due exception.

Item 1: (Item ID)   ID# 000-000-000   Filing Type   Entity Name/ID (if applicable)   Supporting Docs   Note   Exception(s) $0.00
If Applicable** Clickable? OR Module

Category   Subcategory   Service   ☐ Exception

Attach Doc   Enter Note   Edit Data

Item 1: (Item ID)   ID# 000-000-000   Filing Type   Entity Name/ID (if applicable)   Supporting Docs   Note   Exception(s) $0.00

Item 1: (Item ID)   ID# 000-000-000   Filing Type   Entity Name/ID (if applicable)   Supporting Docs   Note   Exception(s) $0.00

Item 1: (Item ID)   ID# 000-000-000   Filing Type   Entity Name/ID (if applicable)   Supporting Docs   Note   Exception(s) $0.00

Payment Information

Payer Name	Payer Address	Payment Method	Total Received	Balance Due
John Smith	1234 Fortner Drive, Olympia WA 98501	Credit Card	$0.00	$0.00

Edit Payment

Payment Information   **Balance Due: $ 50.00**

Payer Name   John Smith   Payment Method

Address 1:   1234 Fortner Drive   Payment Amount $ 0.00   Delete Payment

Address 2:

Zip: 98501   City: Olympia   State: WA

Country: United States

Generate Docs   Update Order   Void Order

8.4.2   Non-UI Requirements

There are no non-UI requirements for this user story.

8.5   User Searches for a Payment

User Story #	Story Action
US061	A user performs a search for a payment.

8.5.1 Wireframes

8.5.1.1 Search for a Payment

The user selects the Payment tab (see arrow), enters their filter criteria, and selects the Apply Filters button.

The system displays order records that contain payments matching the user's criteria.

The user opens the desired order by selecting its order number.

8.5.1.2 View a Payment

The system displays the order on a new top-level tab. The user is able to view information about the order and edit the order if the user has the appropriate permissions.

8.5.2   Non-UI Requirements

There are no non-UI requirements for this user story.

9 PRINT QUEUE USER STORIES

9.1 User Prints Items in the Queue

User Story #	Story Action
US062	A user prints items from the print queue.

9.1.1 Wireframes

9.1.1.1 User Access the Print Queue

A user with Fulfill access selects the Generated Docs tab (see arrow).

The user filters the available generated documents as desired.

9.1.1.2 User Selects Documents for Printing

The user selects the queued generated docs that should be printed.

In the wireframe shown here, the user has selected the Select All check box (see arrow) to select all listed documents for printing.

9.1.1.3 User Prints Selected Documents

The user selects the Print button and the system prints the selected documents. The documents are then prepared for mailing and sent to their respective recipients.

9.1.2   Non-UI Requirements

9.1.2.1 Ensure that Printed Documents are Kept Separate By Recipient

The batch printing process enacted must ensure that one recipient's documents are never included in a mailing intended for a different recipient.

9.2   User Reprints One or More Items from the Queue

User Story #	Story Action
US063	A user reprints items that have already been printed, from the print queue.

9.2.1 Wireframes

9.2.1.1 User Selects Documents for Reprinting

	Receive	Fulfill	Admin	Reports	Search

Worklist

Exceptions/Holds

Generated Docs

Workgroup: (check box locked if no access granted)

☐ Corporations ☐ Trademarks ☐ Doc Requests ☐ Domestic Partnerships ☐ Apostilles
☐ Charities ☐ Trusts ☐ Fundraisers ☐ Summons & Complaints ☐ All

View: ◯ ALL ◯ MY | ◯ Item ◯ Order | ◯ Queued ◯ Printed | ◯ Entity ◯ ALL

Date Range:
◉ All ◯ Start Date to End Date

Search: [   ]

[Apply Filters]

[Clear Filters]

> In this user story, some queued documents have already been printed (see arrows), and the user selects to print them again. Printed documents can be re-printed when necessary.

☐ Paginate? Select All   [View]   [Print]   [Email]

	ITEM ID	Order	Expedite	Charities will use FEIN# and Reg ID** ID # if applicable	Entity Name	Service Type	Receive Date	Status
☐	ITEM 3570001	000-000	▶▶	000-000-000	LUNCH BAG LLC	LLC - New Formation	00/00/00	Queued
☐	ITEM 3570003	000-000	▶▶	000-000-000	MIKES MOUSETRAP	Profit Corp - Annual Report	00/00/00	Queued
☐	ITEM 3570004	000-000	▶▶	000-000-000	BARBIE AND KEN INC	Profit Corp - Annual Report	00/00/00	Queued
☐	ITEM 3570007	000-000	▶▶	000-000-000	MARY LITTLE LAMBS	Nonprofit - Amendment	00/00/00	Queued
☑	ITEM 3570008	000-000		000-000-000	NAMES WILL COME	Summons & Complaints	00/00/00	Printed
☑	ITEM 3570010	000-000		000-000-000	HOOVER PICK UP	LLC - Annual Report	00/00/00	Printed

Receive   Fulfill   Admin   Reports   Search

Worklist

Exceptions/Holds

Generated Docs

Workgroup: (check box locked if no access granted)

☐ Corporations   ☐ Trademarks   ☐ Doc Requests   ☐ Domestic Partnerships   ☐ Apostilles

☐ Charities   ☐ Trusts   ☐ Fundraisers   ☐ Summons & Complaints   ☐ All

Date Range:

◉ All   ○ Start Date to End Date

Apply Filters

View: ○ ALL ○ MY | ○ Item ○ Order   ○ Queued ○ Printed   ○ Entity ○ ALL

Search: [   ]

Clear Filters

A user can also create print jobs that include both queued documents and already printed documents (see arrows).

☐ Paginate?
Select All

View   Print   Email

	ITEM ID	Order	Expedite	Charities will use FEIN# and Reg ID** ID # if applicable	Entity Name	Service Type	Receive Date	Status
☑	ITEM 3570001	000-000	►►	000-000-000	LUNCH BAG LLC	LLC - New Formation	00/00/00	Queued
☐	ITEM 3570003	000-000	►►	000-000-000	MIKES MOUSETRAP	Profit Corp - Annual Report	00/00/00	Queued
☐	ITEM 3570004	000-000	►►	000-000-000	BARBIE AND KEN INC	Profit Corp - Annual Report	00/00/00	Queued
☑	ITEM 3570007	000-000	►►	000-000-000	MARY LITTLE LAMBS	Nonprofit - Amendment	00/00/00	Queued
☑	ITEM 3570008	000-000		000-000-000	NAMES WILL COME	Summons & Complaints	00/00/00	Printed
☐	ITEM 3570010	000-000		000-000-000	HOOVER PICK UP	LLC - Annual Report	00/00/00	Printed

9.2.2   Non-UI Requirements

There are no non-UI requirements for this user scenario not already detailed in Section 9.1.2.1 on page 214.

9.3   User Saves Changes to an Item That Has Already Generated a Queued Document

User Story #	Story Action
US064	A user edits a work item from which documents have already been generated and queued for printing.

9.3.1   Wireframes

There are no wireframes for this user story.

9.3.2   Non-UI Requirements

9.3.2.1 System Replaces Earlier Version of Any Queued Document

If a document has been generated for a work item and is currently queued for printing, and the work item is edited and a new version of the same document is generated, the new version of the document replaces the previous version of the document in the print queue.

9.4   User Generates Documents for an Entity That Has Already Had Generated Docs in the Queue

User Story #	Story Action
US065	An entity has already had documents generated for it for one work item, and those documents are currently queued for printing. A user generates documents for another work item for the same entity.

9.4.1   Wireframes

There are no wireframes for this user story.

9.4.2   Non-UI Requirements

9.4.2.1 Queued Documents Are Grouped By Entity ID

If multiple documents are generated for a particular entity and recipient from multiple work items, even at different tims of the day or on different days, all queued documents for the entity and recipient are grouped together in the queue, so that they will print together and can be mailed together.

10 PHONE TEAM USER STORIES

10.1 User Fulfills a Customer's Form Request

User Story #	Story Action
US051	A user receives a request from a customer for a particular form (*e.g.*, a phone call for a Reinstatement form). The user generates the form and sends it to the customer.

10.1.1 Wireframes

10.1.1.1 Access Customer's Entity Profile

The user accesses the customer's entity profile as already detailed in Section 8.2.1.2 on page 195.

The user selects the Generate Form button (see arrow).

10.1.1.2 Generate Form for Customer

In the Service list (see arrow), the user selects the service corresponding to the form that the customer is requesting.

The user then selects the appropriate button to queue the form for printing, view the form, email the form, or print the form locally. The user most likely would select View first to confirm that form contains the customer's correct information.

When the user selects a button, the system generates a copy of the form pre-filled with the customer's information.

Receive | Fulfill | Admin | Reports | Search

All
Entity
Order
Item
Payment

Entity | Entity Name

Home | Search results | Entity Profile title

Logic 20/20. Inc

Status	Active
UBI Number	602583146
Business Type	REG
State Of Incorporation	
WA Filing Date	
Expiration Date	
Inactive Date	
Duration	
Nature of Business	
Registered agent information	
Agent Name	
Address	
City	
State	WA
ZIP	981014000

GENERATE FORM

Category | Subcategory | Service

Queue for Printing | View | Email | Print for Me

Governing Persons

⊖ Collapse all   ⊕ Expand all

Title	Name	Address
President, Director	O'meara Christian	SEATTLE , WA
Secretary	Jones Travis	SEATTLE , WA

Generate Form | Add/View Notes | Update Profile

Click expand to see all Other Registrations

10.1.2 Non-UI Requirements

There are no non-UI requirements for this user story.

10.2 User Enters a Balance Due Payment on an Order

User Story #	Story Action
US052	A user receives credit card information from a customer to pay a balance due on an order. The user accesses the order, enters the credit card information, satisfies the balance due on the order, and the system clears the balance due exception.

10.2.1 Wireframes

10.2.1.1 Search for and Find Customer Order

The user searches for the customer's order as already detailed in Section 8.4.1.1 on page 203.

10.2.1.2 Open Customer Order and Enter Payment Information

The user opens the customer's order as already detailed in Section 8.4.1.2 on page 204.

The user enters the payment information for the customer's balance due, as already detailed in Section 2.1.2.2 on page 5.

10.2.2 Non-UI Requirements

There are no non-UI requirements for this user story not already detailed in earlier sections.

10.3   User Intercepts an Unprocessed Filing That Was Received as Paper

User Story #	Story Action
US053	A user is contacted by a customer who has submitted a paper filing via mail, and after submitting it realizes that they have made an error on the filing. The customer wishes to correct the information before the filing is processed, and submits the corrected filing document directly to the user. The user searches for the filing and determines that it has not yet been fulfilled. The user opens the item, replaces the original filing document with the new one, and saves and closes the item.

10.3.1   Wireframes

10.3.1.1   Search for and Find Customer Work Item

The user searches for the customer's work item as already detailed in Section 8.3.1.1 on page 199. The user confirms that the work item's status is not "Completed." (If the status were "Completed," the customer would need to file an amendment to make the correction.)

10.3.1.2   Open Work Item and Replace Filing Document

The user opens the customer's work item as already detailed in Section 8.3.1.2 on page 200.

The user attaches the updated filing document as already detailed in Section 3.2.2.3 on page 63.

The user saves and closes the work item.

10.3.2   Non-UI Requirements

This user story leverages the document replacement requirements already detailed in Section 6.6 on page 159.

11 REPORTING USER STORIES

11.1 User Selects, Configures, and Views a Report

User Story #	Story Action
US056	A user selects a report to display, configures the report's settings, and views the report.

11.1.1 Wireframes

11.1.1.1 Select a Report Category

The user begins by selecting a report category from the left-hand tabs (see arrow). The possible report categories modeled here are:

- Intake
- Front Counter
- Exceptions
- Fulfill
- Delinquencies
- Print Queue
- Entities
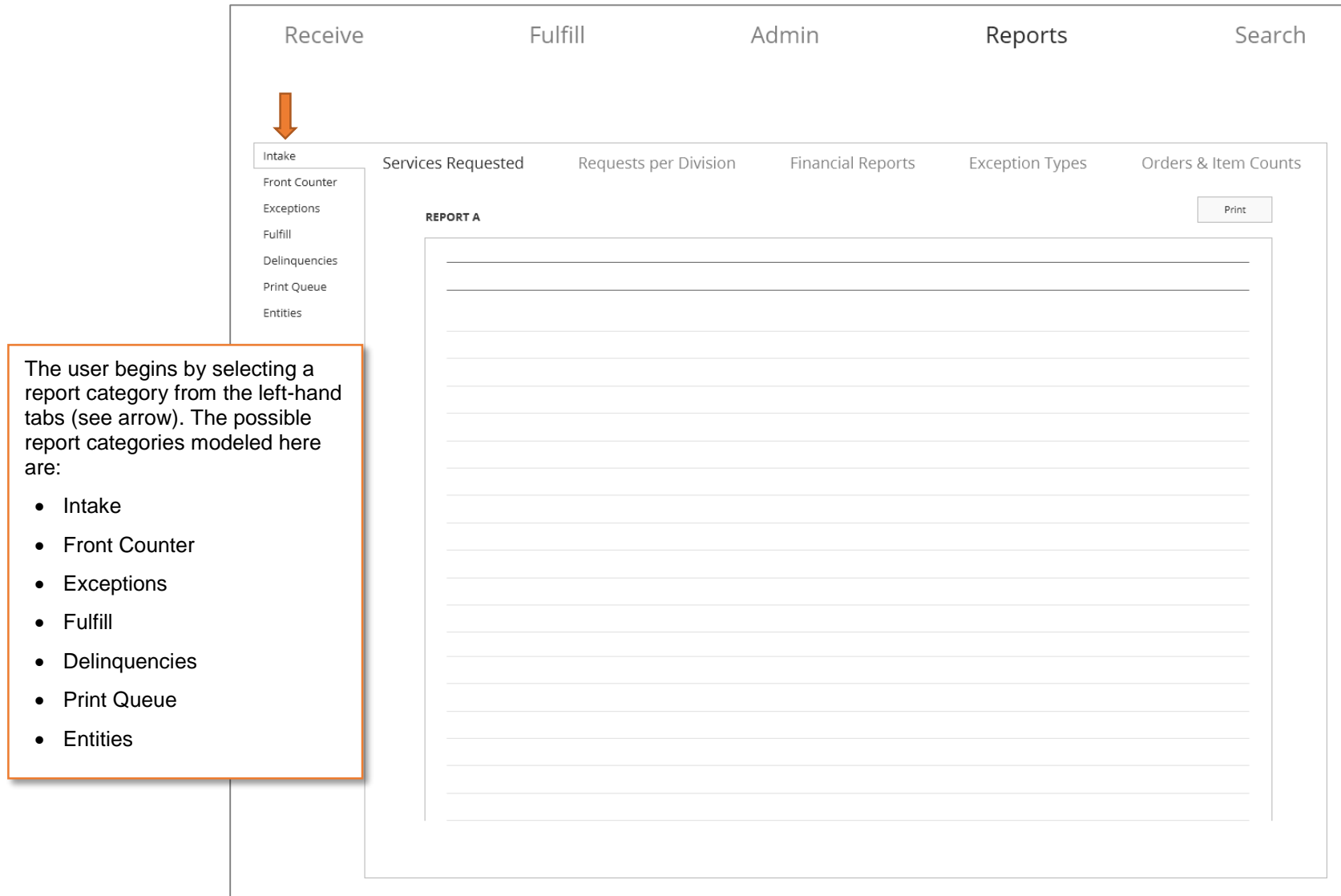
11.1.1.2 Select a Report Type

| Receive | Fulfill | Admin | Reports | Search |

Intake	Services Requested	Requests per Division	Financial Reports	Exception Types	Orders & Item Counts
Front Counter					
Exceptions					
Fulfill				Print	
Delinquencies	**REPORT A**				
Print Queue					
Entities					

The user then selects a report type (see arrow). The possible Intake report types modeled here include:

- Services Requested

- Requests Per Division

- Financial Reports

- Exception Types

- Orders & Item Counts

Receive   Fulfill   Admin   Reports   Search

Intake

Front Counter

Exceptions

Fulfill

Delinquencies

Print Queue

Entities

Services Requested   Requests per Division   Financial Reports   Exception Types   Orders & Item Counts

Print

REPORT A

The possible Front Counter report types modeled here include:

- Services Requested
- Requests Per Division
- Financial Reports
- Exception Types
- Orders & Item Counts

Receive   Fulfill   Admin   Reports   Search

Intake
Front Counter
Exceptions
Fulfill
Delinquencies
Print Queue
Entities

Exception Types   Exception Statuses   Customer Contact Method   Exception Resolution   Orders & Item Counts

Print

REPORT A

The possible Exceptions report types modeled here include:

- Exception Types

- Exception Statuses

- Customer Contact Method

- Exception Resolution

- Orders & Item Counts

Receive   Fulfill   Admin   Reports   Search

Intake
Front Counter
Exceptions
Fulfill
Delinquencies
Print Queue
Entities

Worklist Items   Division   Entity Type   Doc Type   Aged Items   Services Fulfilled   Orders & Item Counts

REPORT A

Print

The possible Fulfill report types modeled here include:

- Worklist Items

- Division

- Entity Type

- Doc Type

- Aged Items

- Services Fulfilled

- Orders & Item Counts

Receive   Fulfill   Admin   Reports   Search

Intake

Front Counter

Exceptions

Fulfill

Delinquencies

Print Queue

Entities

Delinquent Entities   Delinquent Filing Types

REPORT A

Print

The possible Delinquencies report types modeled here include:

- Delinquent Entities

- Delinquent Filing Types

Receive	Fulfill	Admin	Reports	Search

Intake
Front Counter
Exceptions
Fulfill
Delinquencies
Print Queue
Entities

Queue Items	Division	Entity Type	Doc Type	Creation Timestamp	Printed & Mailed Items

REPORT A

Print

The possible Print Queue report types modeled here include:

- Queue Items
- Division
- Entity Type
- Doc Type
- Creation Timestamp
- Printed & Mailed Items

Receive   Fulfill   Admin   Reports   Search

Intake
Front Counter
Exceptions
Fulfill
Delinquencies
Print Queue

Entities

Active   Delinquent   Merger   Dissolved

REPORT A

Print

The possible Entities report types modeled here include:

- Active

- Delinquent

- Merger

- Dissolved

11.1.1.3 Configure the Report

| Receive | Fulfill | Admin | Reports | Search |

Intake	Services Requested	Requests per Division	Financial Reports	Exception Types	Orders & Item Counts
Front Counter					
Exceptions					
Fulfill					
Delinquencies					
Print Queue					
Entities					

REPORT A

Print

The user configures any available report settings, located at the top of the report tab (see arrow). Settings will vary by report, and requirements for these will be determined during the development phase of the Corporations and Charities System.

11.1.1.4 View the Report

Receive   Fulfill   Admin   Reports   Search

Intake

Services Requested   Requests per Division   Financial Reports   Exception Types   Orders & Item Counts

Front Counter

Exceptions

Print

Fulfill

REPORT A

Delinquencies

Print Queue

Entities

The user views the report data, shown on the remainder of the report tab (see arrow).

The user can print a copy of the report by selecting the Print button (see arrow).

11.1.2 Non-UI Requirements

There are no non-UI requirements for this user story.

12 ADMINISTRATION USER STORIES

12.1 Administrator Creates User Permissions

User Story #	Story Action
US066	An administrator creates user permissions.

12.1.1 Wireframes

12.1.1.1 Create New User Permissions

On the Users tab (the default Admin view), the administrator selects the Create new Permissions/ Restrictions button (see arrow).

| Receive | Fulfill | Admin | Reports | Search |

Users

Admin Reports

Search: [   ]   Create New User   Create New Permissions/ Restrictions   User Activity Report

USER	DI
USER NAME	De
USER NAME	Ch
USER NAME	Ac
USER NAME	Fr
USER NAME	Di
USER NAME	Di
USER NAME	Di
USER NAME	Di

CREATE NEW PERMISSIONS/ RESTRICTIONS

Permissions/
Restrictions Name [   ]   P/R Type: [Search Filter Opts ▼]

Permissions/Restricitons Type Status:

Type Specific

☐ A   ☐ B   ☐ C
☐ D   ☐ E   ☐ ALL

[Save]   [Delete]   [Cancel]

Orders/Items (repeated)

The system displays the Create New Permissions/ Restrictions modal.

From this modal, the administrator can select a new type of permission or restriction that has not already been created.

Receive   Fulfill   Admin   Reports   Search

Users

Admin Reports

Search: [ ]

Create New User   Create New Permissions/ Restrictions   User Activity Report

USER	DI
USER NAME	De
USER NAME	Ch
USER NAME	Ad
USER NAME	Fr
USER NAME	Di
USER NAME	Di
USER NAME	Di
USER NAME	Di

CREATE NEW PERMISSIONS/ RESTRICTIONS

Permissions/ Restrictions Name [Jurisdiciton Restrictions]   P/R Type: [Jurisdiction ▼]

Permissions/Restricitons Type Status:

Type Specific

[ ] Washington   [ ] Foreign   [✓] ALL

| User Name Here |
| User Name Here |
| User Name Here |
| User Name Here |
| User Name Here |
| User Name Here |

[Apply to Users]

[Save]   [Delete]   [Cancel]

The administrator enters a name for the permission/restriction, selects a type of permission/restriction, and then selects the appropriate type status or statuses.

The administrator selects the initial users to which this permission should be assigned, and selects the Apply to Users button.

The user selects the Save button to finish creating the new permission/restriction.

N Orders/Items (repeated for each user row)

12.1.2 Non-UI Requirements

There are no non-UI requirements for this user story.

12.2 Administrator Creates a New User in the System

User Story #	Story Action
US067	An administrator creates a new system user.

12.2.1 Wireframes

12.2.1.1 Create a New User

The administrator clicks the Create New User button (see arrow).

The system displays the user creation modal.

12.2.1.2 Enter the User's Information

The administrator enters the new user's name, position, and abilities. Abilities is optional, but it allows the administrator to note a particular user's skills, knowledge, and/or expertise.

The administrator selects, via checkbox, from pre-existing permissions and restrictions what the new user can access.

The administrator clicks Save to save the user information and close the modal.

Receive   Fulfill   Admin   Reports   Search

Users

Admin Reports

Search: [_____]   Create New User   Create New Permissions/ Restrictions   User Activity Report

USER	DI
USER NAME	De
USER NAME	Ch
USER NAME	Ac
USER NAME	Fr
USER NAME	Di
USER NAME	Di
USER NAME	Di
USER NAME	Di

Orders/Items

USER NAME: Marie Lang

POSITION: Document Specialist   ABILITIES: Corporations, Charities, Notarize

Permissions/Restrict

Category:
☐ Corporations   ☐ T   Apostilles   ☐ RA
☐ Charities   ☐ T   Entity   ☑ All

Division:
☐ Mail Intake   ☐ F

Other:
☐ Option A   ☑ Option B   ☐ Option C   ☐ Option D

Are you sure you want to delete this user?

Delete   Cancel

Save   Delete   Close

The administrator can also delete a user when needed, by selecting the Delete button.

They system displays a dialog box prompting the user to confirm deletion of the user.

12.2.2 Non-UI Requirements

12.2.2.1 Cannot Delete a User That Has Open Work Items

If a user has one or more open work items, the user account cannot be deleted. The administrator must first close the user's open items, as detailed in Section 12.4 on page 252.

12.3 Administrator Searches for All Open Items and Orders for a User

User Story #	Story Action
US069	A user has left open work items or orders that need to be closed (*e.g.*, a user suddenly left the office sick or was called away). An administrator searches for all of that user's open items and orders.

12.3.1 Wireframes

12.3.1.1 Search for User's Open Items

The administrator selects or searches for the user for whom they want to locate open items or orders. Once found, the administrator selects the Open Orders/Items button for that that user (see arrow), provided that the user has any open items or orders. If the user has no open items or orders, the button is disabled.

The system displays a modal listing the user's open items and orders, and the user's work history for today. The administrator can also view all of the user's past work items or orders by selecting the Expand: User All History button.

The adminstrator can open any of these work items or orders by selecting the item or order number, which opens the appropriate work item or order entry screen.

12.3.2 Non-UI Requirements

There are no non-UI requirements for this user story.

12.4 Administrator Accesses an Open Item and Closes It

User Story #	Story Action
US070	An administrator closes a work item that a user has opened, so that another user can open and complete the work item.

12.4.1 Wireframes

12.4.1.1 Close a User's Open Work Item

The administrator opens the modal displaying a user's open items and orders, as already detailed in Section 12.3.1.1 on page 250.

The administrator selects the Release button next to the item or order that they wish to close.

12.4.2 Non-UI Requirements

12.4.2.1 System Removes User's Active Status for Work Item or Order

When an administrator closes a work item or order for a user, the work item or order no longer has an Active status for the user. The item or order is saved in its current state and the appropriate status is assigned to the item or order. If the work item is incomplete, it will be displayed in the Exceptions queue.

12.5 Administrator Changes Read-Only Data for a Filing

User Story #	Story Action
US071	An administrator changes read-only data for a completed filing.

12.5.1 Wireframes

12.5.1.1 View User's Open Items

The administrator locates the user and selects to view the user's open items, as already detailed in Section 12.3.1.1 on page 250.

12.5.1.2 Open Completed Work Item

The administrator selects the desired work item from the user's history. The system displays the item, and the administrator makes the necessary change to the data.

12.5.2 Non-UI Requirements

12.5.2.1 System Tracks All Data Changes to Completed Items

The system maintains an audit trail including a history of all changes that are made to previously completed work items.

12.6 Administrator Selects, Configures, and Views Admin Reports

User Story #	Story Action
US078	An administrator selects, configures, and views Admin reports.

12.6.1 Wireframes

12.6.1.1 View Available Reports

Receive	Fulfill	Admin	Reports	Search

Users

Admin Reports

The Admin Reports tab allows administrators to manage and create reports. The administrator can view and/or search all reports, or just their created reports.

Reports: ◯ MINE ◯ ALL

Search: [   ]

[Create Report]

REPORT TYPE	CREATION DATE	CREATOR	TITLE HERE	TITLE HERE
REPORT A	00/00/00	USER CREATED	Info Here	Info Here Info Here
REPORT B	00/00/00	USER CREATED	Info Here	Info Here Info Here
REPORT C	00/00/00	USER CREATED	Info Here	Info Here Info Here
REPORT D	00/00/00	J Smithson	Info Here	Info Here Info Here
REPORT E	00/00/00	K Stone	Info Here	Info Here Info Here
REPORT F	00/00/00	P Francuz	Info Here	Info Here Info Here
REPORT G	00/00/00	J Smithson	Info Here	Info Here Info Here
REPORT H	00/00/00	J Smithson	Info Here	Info Here Info Here

12.6.1.2 Print or Delete a Report

Receive	Fulfill	Admin	Reports	Search

Users

Admin Reports

Reports: ◯ MINE ◯ ALL

Search:

Create Report

The administrator selects a report's name. The system opens a modal displaying the report information.

From this modal, the administrator can print or delete the report.

REPORT TYPE

REPORT A - 00/00/00 - CREATOR NAME

Print   Close   Delete Report

REPORT A

REPORT B

REPORT C

REPORT D

REPORT E

REPORT F

REPORT G

REPORT H

12.6.2 Non-UI Requirements

There are no non-UI requirements for this user story.

12.7 Administrator Creates Report Type and Configures Report Rules

User Story #	Story Action
US072	An administrator creates a report type and configures the report's rules.

12.7.1 Wireframes

12.7.1.1 Create a Report

Receive | Fulfill | Admin | Reports | Search

Users

Admin Reports

Reports: ◯ MINE ◯ ALL

Search:

Create Report

REPORT TYPE

CREATE/EDIT/DELETE REPORT

REPORT A

Report Name

REPORT B

REPORT C

Report Type ▼   Filters   Search Filter Opts ▼

REPORT D

REPORT E

REPORT F

REPORT G

Save   Cancel   Delete

REPORT H

The administrator creates the reports that are accessible via the Reports interface detailed in Section 11 on page 227.

The administrator begins creating a report by selecting the Create Report button at the top of the Admin Reports tab (see arrow).

The system displays the Created/Edit/Delete Report modal. The administrator enters a name for the report in the field provided. The report type is a drop down consisting of Reports tab titles (see Section 11 on page 227). The Filters drop-down list contains filter options based on the report type.

The administrator selects the Save button to finish creating the report.

12.7.2 Non-UI Requirements

There are no non-UI requirements for this user story.

Project Agreement
Signatures

The signatures below indicate the conceptual solution architecture model was reviewed by all parties and agree with its content.

_____
Enterprise Architecture Office