

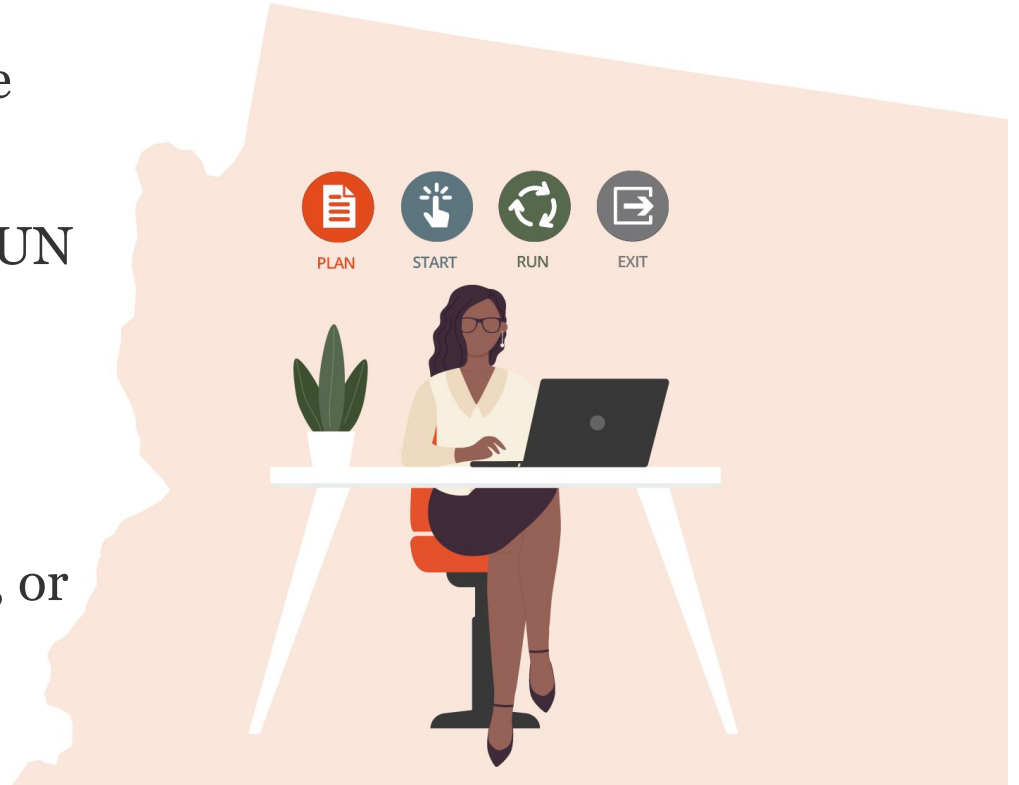
# ARIZONA

BUSINESS ONE STOP



# BUSINESS ONE STOP

A dynamic, intuitive, and secure website designed to help entrepreneurs **PLAN, START, RUN & EXIT** businesses in Arizona through a single experience that does not require in-person interactions, technical expertise, or additional fees.



# NEED FOR BUSINESS ONE STOP



## User pain-points:

- Confusion & uncertainty: multiple sets of requirements and lack of transparency
- Discouraged from using online forms due to multiple logins & agency sites

## State pain-points:

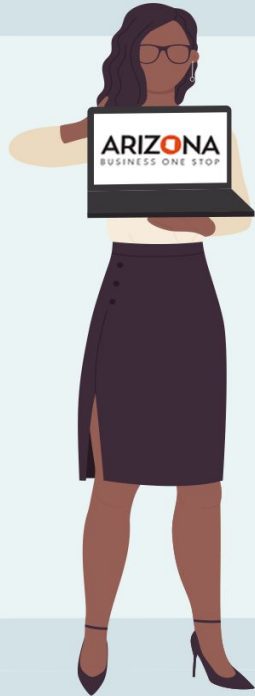
- Lack of integrated user information
- Silos of technology & information lead to inefficient operations and duplicative technology systems

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# A New Option for Arizona Business Owners

August 24, 2022 release of Business One Stop

# A NEW OPTION FOR ARIZONA BUSINESS OWNERS



Business One Stop provides an *alternative* to the agency-based application process. That improves access to the business formation process, expedites transactions, and keeps entrepreneurs connected to their business in a single space.

# A NEW OPTION FOR ARIZONA BUSINESS OWNERS

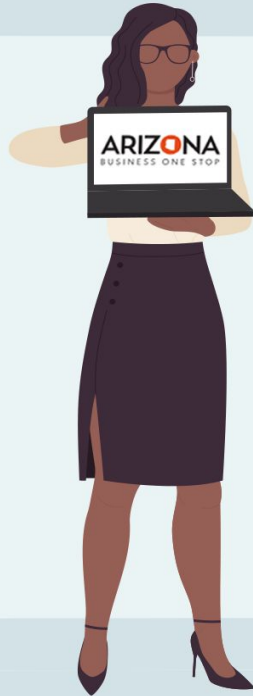
Primary functions within Business

One Stop include:

- Form & manage an LLC/PLLC
- Receive a tax license
- Request a trade name or trademark
- Form a Partnership (any domestic or foreign partnership offered)



# A NEW OPTION FOR ARIZONA BUSINESS OWNERS



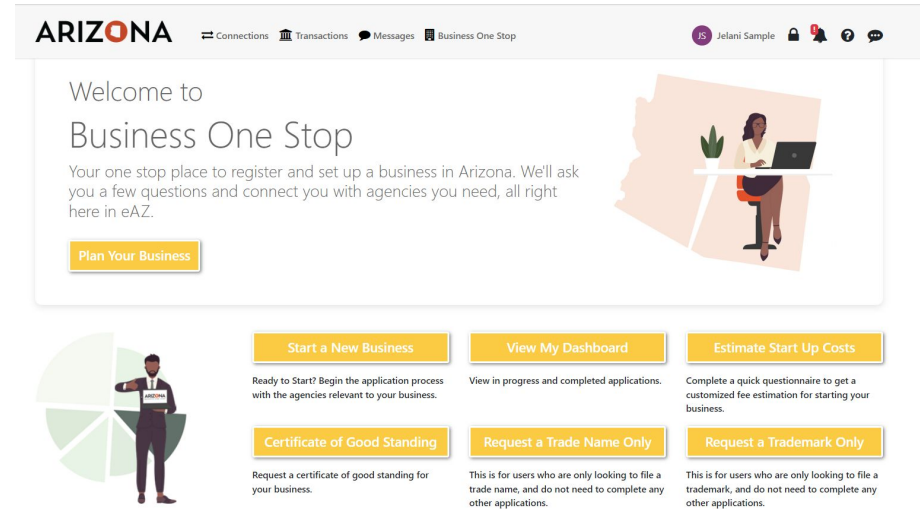
Key factors that distinguish  
Business One Stop:

- Customer centric design,
- Cross agency tools,
- Instant approvals,
- Embedded payment solutions,
- Live status updates,
- Business management options.

# CUSTOMER CENTRIC DESIGN

Business One Stop provides an intuitive, individualized, and responsive experience for users.

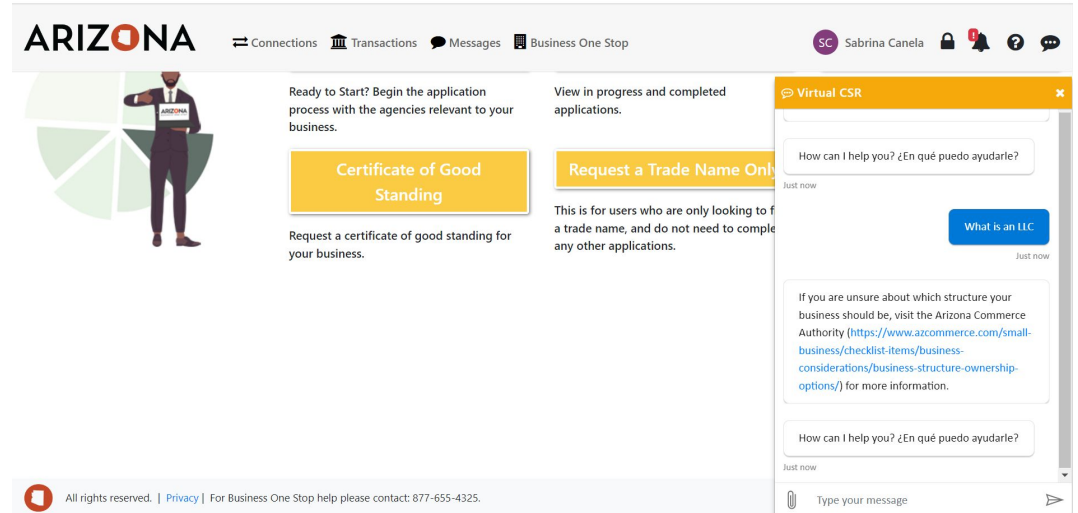
- 2019 McKinsey & Co 3rd Party Assessment
  - Interviews with agency business and technical SMEs
  - Focus groups with entrepreneurs and individuals with a desire to form a business in Arizona
- Prototype designed by UI and UX experts and independently audited.





# CUSTOMER CENTRIC DESIGN

- Throughout technical planning and development stages, Business SMEs shared the a voice of the customer and the agency requirements.
- User engagement tools to continuously monitor and self-audit experiences.
- Cross-agency call center and chatbot calibrations.
- Continuous prioritization of enhancements and feature needs requested by users.



# CROSS AGENCY PLANNING & ORGANIZATION TOOLS

The screenshot shows the ARIZONA Business One Stop interface. The top navigation bar includes 'Connections', 'Transactions', 'Messages', and 'Business One Stop'. The user is identified as 'Jelani Sample'. The main content area is titled 'Business One Stop' and contains a sidebar with navigation options: 'Plan', 'What will I need?', 'Types of Business Structures', 'Decide Your Name', and 'Estimate Start-up Cost' (which is highlighted). The main content area is titled 'How much will it cost to start my business?' and contains a paragraph explaining the fee calculator tool. Below the paragraph is a form with the question 'What type of business will you be opening?' and two radio button options: 'LLC' and 'Partnership'.

By accessing multiple agency databases and gathering real time information Business One Stop can provide users with a unique and personalized experience.

The three screenshots show the 'Start Business Application' process. Each screenshot has the ARIZONA logo and navigation icons. The first screenshot shows the 'Business Information' section with a list of business types: Limited Liability Company (LLC), Professional Limited Liability Company (PLLC), General Partnership, Limited Partnership (LP), Limited Liability Partnership (LLP), Limited Liability Limited Partnership (LLLP), and Sole Proprietor (Person). The second screenshot shows the 'Business Information' section with a question 'Do you have a name reserved with the Arizona Corporation Commission for?' and a text input field containing 'Hot Pocket Records LLC'. The third screenshot shows the 'Business Information' section with a question 'Do you have Arizona employees?' and a text input field containing 'Hot Pocket Records LLC'.

- Fee calculator
- Small business checklist and resource center
- Multi-agency business lookup
- Personalized journey wizard to help entrepreneurs organize applications needed open their business





# INSTANT APPROVALS





Embedded validation checks, step-by-step guidance, and access to realtime support allow Business One Stop to offer instant approvals of most applications which significantly reduces the application turn around time and agency operational expense.

- LLC/PLLC formation, partner formation, trade name requests, and tax applications can all be processed through instant approval.

Business Name ↑↓	Filing Type ↑↓	Agency	Date ↓↕	Status ↑↓	Description ↑↓	Correspondent
Hot Pocket Records	Trade Name	Secretary of State	02/28/2023	Ready for Payment	Ready For Payment: \$10.00	
Hot Pocket Records LLC	Tax Information	Department of Revenue	02/28/2023	Completed	21474992	
Hot Pocket Records LLC	Business Formation	Corporation Commission	02/28/2023	Approved	Your application request has been approved.	

# EMBEDDED PAYMENTS

**ARIZONA**  Connections  Transactions  Messages  Business One Stop

JS Jelani Sample    

## Payment Policy

Pursuant to statute, **all filing fees and processing fees are NONREFUNDABLE.** See A.R.S. §§ 10-122, 10-3122, 29-3213.

**A filing fee paid for one document cannot be transferred or applied to another document.** For example, if you pay for articles of amendment then change your mind and want to file a statement of change, the filing fee for the articles of amendment cannot be transferred to or applied to the statement of change.

Online payment methods include VISA, Master Card and existing money-on-deposit (MOD) accounts. No other form of payment is accepted online.

If you want to create a MOD account, go to eCorp Online Services and select Service Requests, then select Apply For A Money-On-Deposit Account.

## Document Fees

Product	Fee
Articles of Organization	\$50.00

## Processing Options

Product	Fee
Expedite Fee	\$35.00
Document Total	\$85.00

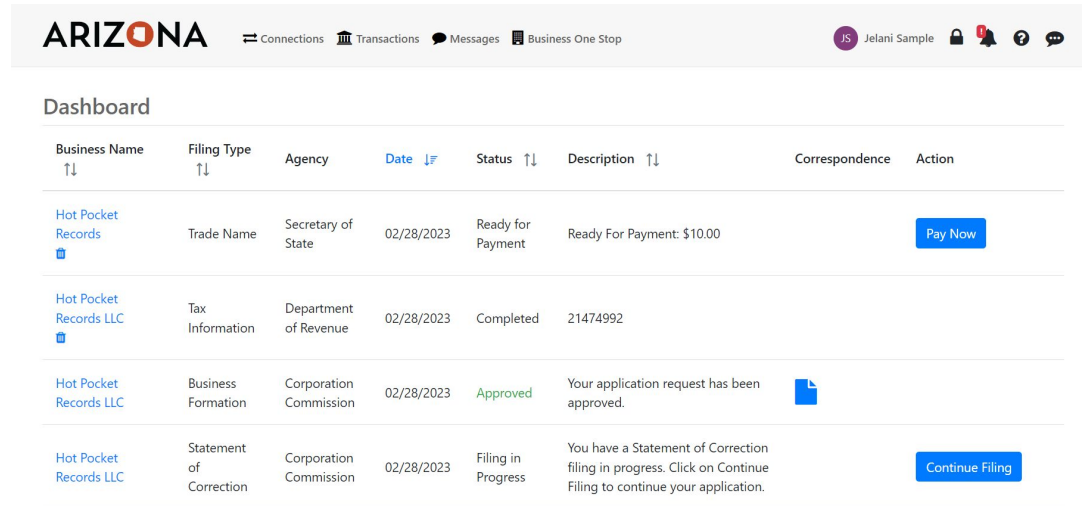
Integration with the State Payment Portal allows Business One Stop to provide users with the ability to make credit, debit, or ACH payments seamlessly.

- Payment portal configurations are customizable to the agency needs
- All payments submitted are directly deposited into agency bank accounts
- Business One Stop never charges the user a fee for using the portal


# LIVE DASHBOARD = IMPROVED TRANSPARENCY

Only the Business One Stop dashboard provides entrepreneurs with the complete and real time status of their business(es).

- Receive notifications about pending payments
- Access important documents
- Learn why an application was rejected by an agency
- Review information for all businesses owned by the user or associated with the user




The screenshot shows the ARIZONA Business One Stop dashboard. The header includes the ARIZONA logo and navigation links for Connections, Transactions, Messages, and Business One Stop. The user profile is Jelani Sample. The dashboard title is "Dashboard". Below is a table with columns: Business Name, Filing Type, Agency, Date, Status, Description, Correspondence, and Action.

Business Name	Filing Type	Agency	Date	Status	Description	Correspondence	Action
Hot Pocket Records	Trade Name	Secretary of State	02/28/2023	Ready for Payment	Ready For Payment: \$10.00		<a href="#">Pay Now</a>
Hot Pocket Records LLC	Tax Information	Department of Revenue	02/28/2023	Completed	21474992		
Hot Pocket Records LLC	Business Formation	Corporation Commission	02/28/2023	Approved	Your application request has been approved.		
Hot Pocket Records LLC	Statement of Correction	Corporation Commission	02/28/2023	Filing in Progress	You have a Statement of Correction filing in progress. Click on Continue Filing to continue your application.		<a href="#">Continue Filing</a>

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# Continued Support & Expansion

A stylized illustration of a man in a blue suit and brown vest, holding a tablet in his right hand and a bar chart with a dollar sign above it in his left hand. The background features a light green and grey geometric design.

New partnerships and feature offerings will allow Business One Stop to expand to meet the needs of additional entrepreneurs across the state.



## Question & Answer Session