



Local Government Corporation

Business License Interim Procedures

Introduction

The purpose of the Business License Interim Procedures List is to recommend how a Local Government Corporation customer might function, until the State has stabilized its data and its processes. The procedures presented in this document are only suggestions and should be implemented with great discretion and thought.

In determining the best general recommendations for our customers, an advisory team was formed. This team consisted of Local Government Corporation personnel from multiple departments, and from both product lines (Zortec and Flexgen). Both Flexgen and Zortec customers were also included as part of a panel discussion for the proposed procedures.

The foremost concern of Local Government Corporation was and is to evaluate the greatest areas of need for our customers. In doing so, we also understand that items continue to change at the State, and Local Government Corporation took that into serious consideration as we developed these interim procedures. Each of the Business License Classes were taken into consideration and are included as part of the Interim Procedures. Additionally, before any LGC software updates are released to you, they must be tested in our Beta customer sites for four weeks, without error. We appreciate your patience.

Local Government Corporation Interim Procedure Plan

- 1) The foremost concern of Local Government Corporation and our customers was a way to determine the businesses that have paid for their license and who needs to receive a license.
 - a. Each site will obtain paid business information from the State website. This information will be used to notify each office of business that has paid their license in full.
 - i. www.tn.gov/revenue This website will allow the site access to a report that will show businesses that have paid in full with the State and thus eligible for a Business License to be printed by the city/county. Any questions regarding using this site should be directed to the State Department of Revenue and not LGC.
 - ii. From the above site, access the link for Local Government Officials
 - iii. Select City or County
 - iv. Select City/County Secure Log-in link. This required a username and password that has been made available to all cities and counties.
 1. City – username: TNCity
Password: TN2009cities
 2. County – please contact State for this information
 - v. Select the Business Tax Online Reports link. Access to this report is username/password protected for EACH city/county. To receive your specific username/password, please contact the State Dept.



Local Government Corporation Business License Interim Procedures

of Revenue. The 'clearance' tab of the report will show businesses that have paid in full to the State. Using this information a 'zero' business license can be entered into your LGC software and a license printed.

b. Using the information from the State website, a zero business license payment can be entered into the system and the license can be printed. There will be software updates to the forms for our Business License software customers to accommodate this need.

i. This will require program updates for all customers for Flexgen. For Z it requires installation of a new form. All Flexgen and Z customers will receive programs/forms to print the license with zero dollar amounts.

ii. For FlexGen Customers, when entering a 'zero' license, you will remove all amounts and when the payment information screen comes up, ESCAPE from that screen. This will then give you the option to print the License. (This will be using the old license format, just with NO amounts printing. The new form will be available with the new software release)

iii. For Zortec customer, Select Business License, Billing, License Calculation. Enter the business number. The license will have no amounts on it so clear out any amounts that default into the screen. The total tax, total due, total paid will all be zero. It will still ask for a session name and you must enter it but the session will be empty. The new license form should print.

2) Another concern for Local Government Corporation customers are the new businesses that registered on-line with State and how to get them entered in the system so that an initial license payment can be made. The optimal solution is for new businesses to register in your office.

a. Each site will key the new business in the Local Government Corporation software and accept the collection fee (Initial License Payment) and print the initial license for that business. Flexgen and Z customers will not have to contact the State every time a new business is entered in the software. Once your software has been updated, new business information will be transmitted to the State.

b. Using the above mentioned Business Tax Online report, there is a tab for 'Additions'. This should be checked regularly and if businesses are found on this report that already exist in the site's database, you should contact the State and make them aware of this so it can be removed to eliminate duplicates.



Local Government Corporation Business License Interim Procedures

- c. After your software is updated, it will not allow duplication of new businesses at either the State or local level.
- 3) We recommend that you use the State website for all calculations or estimates of tax payments if a business needs help with this information. Login to the website [here](#).
- 4) It has been recommended to the State that the Sales Tax ID number be used to identify businesses. If the State determines that this additional information will be helpful, you will need to add or verify you have the correct Sales Tax Id number on each of your businesses accounts that pay sales tax.
- 5) There is some concern that issuing licenses with zero amounts could cause the total on the Business License State Annual Report to be incorrect.
 - a. The system will not include licenses that are paid at the State in your State annual report.
- 6) If a new business has registered since December (especially for Class 2 businesses), it is recommended you print a report of new businesses added between December 15, 2009 and the current date. Using this report, you can call the State to ensure they are part of the list for class 2 renewals.
 - a. For FlexGen, run the 'business by opened date' report from the software. Use a date range of 12/15/2009 – the current date.
 - b. For Zortec, Select Reporting, Business Directory. Be sure the class fields only include valid state business classes. The From Open Date should be 12/15/2009. The Thru Open Date should be the current date.
- 7) Final business closures are only to be done by the State. A business may contact a city that they are closing and the city can contact the State. After the interim process, the software will allow a business to be marked as closed without issuing a Final Closing. This will be used to notify the State of the business closing.

Conclusion

Local Government Corporation strives to provide the best customer support to all of our customers. We will continue to monitor this project very closely and make the necessary changes to make this transition period as smooth as possible. If you have any further questions or concerns, please feel free to contact an LGC representative by clicking: [Zortec Support](#) or [FlexGen Support](#).