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Governor

GREG BELL
Lieutenant Governor

State of Utah Department of Commerce

FRANCINE A. GIANI
Executive Director

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May 3, 2012

MEDIA ALERT

Department of Commerce announces new, enhanced online services for consumers

*“Services include; DOPL Discipline records online, OSBR online business registration upgrades, Consumer Protection searchable charity database, Real Estate Live Help online”
(For immediate release...)*

SALT LAKE CITY, Utah – Utah Governor Gary R. Herbert and Francine A. Giani, Executive Director of the Utah Department of Commerce, announced today that Commerce has upgraded online services across several Divisions to provide better customer service for Utah consumers and businesses.

“The Department of Commerce is one of the State’s workhorse websites, making sure consumers and businesses find the information they need,” said Governor Gary R. Herbert, “These upgrades represent the best win-win for our state, saving the public’s valuable time and Utah money by putting more records and services online. We will continue to make sure utah.gov responds to the needs of our citizens by giving them the tools and information they seek at their fingertips 24-7.”

The Department of Commerce and its Divisions receive over 2.6 million annual visits to their websites. Today, 60% of all businesses register online and with approximately 2,600 new registrations a month, Utah businesses save around 208,000 hours per year versus filing paperwork in person.

“Our Divisions are constantly looking for new ways to help the public find what they need online so they can get back to business and back to their day, without making several phone calls,” said Francine A. Giani.

Below is a detailed list of online enhancements by Commerce Division;

Utah Division of Occupational and Professional Licensing

- thousands of disciplinary actions against licensees and non-licensees now online dating back to 2007 at www.dopl.utah.gov

Utah Division of Consumer Protection

- upgraded searchable charity database where consumers can enter names of an entity and quickly find out if they are registered with the State and how much of any donation goes to the charity’s end user at www.consumerprotection.utah.gov

Utah Division of Corporations and Commercial Code

- *One Stop Online Business Registration Program* (OSBR) has added the following updated and enhanced services at www.corporations.utah.gov

1. User navigation and interface improvement
2. Improved glossary and frequently asked questions page
3. "Live Help"
4. Allows non-profits to register
5. Allows out of state and foreign registration
6. Enhanced receipt system
7. Ability to preview articles
8. Improved ownership (principals) section
9. Registration for additional tax types

Utah Division of Real Estate

- launched a new online customer chat service to further assist Utah citizens with questions pertaining to the Division's services. The new Live Help Online service will be available Monday-Friday, from 8:00 a.m. to 5:00 p.m. at www.realestate.utah.gov

Website Awards

In addition, Commerce and its Divisions have received the following awards for their online services;

2011 – Merit Award for Utah Trademark Web System by International Association of Commercial Administrators (IACA)

2010 – First Place to Commerce for serving citizens online and streamlining operations from Center for Digital Government, Digital States Survey

2010 – Merit Award for UCC Amendments by International Association of Commercial Administrators (IACA)

2008 – Merit Award for Annual Business Renewal and Business Registration Change by International Association of Commercial Administrators (IACA)

2008 – Best Overall Marketing and Best State/Local Marketing for Utah's State Construction Registry by GovMark Council

2004 – Second Place for business.utah.gov for "Government-to-Business" in Best of the Web by Center for Digital Government

About the Utah Department of Commerce

With responsibility for issuing over 300,000 licenses and regulating hundreds of industries, the Department of Commerce is one of the Utah's chief regulatory agencies. Our employees are dedicated to fair and efficient regulation across a variety of industries which impact Utah's citizens. For more information about the Department of Commerce and all of its Divisions, log onto to www.commerce.utah.gov or call (801) 530-6701.

About utah.gov

Utah.gov is the entry point to over 1000 online services and benefits over 2.7 million residents in the State of Utah. Utah.gov provides citizens and businesses with more convenient options for interacting with government. Through Utah.gov, citizens can find public meetings, lookup a professional license, register a business, and much more. In 2010 alone, Utah.gov received an unprecedented 15 awards making it the nation's most honored state website.

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