FileLocal

**Platform Requirements**

# Account Set-Up to Account Maintenance
# Multi-City Tax Portal

July 2024

FileLocal

# DOCUMENT VERSION CONTROL

Document Revision History:

| Version | Date | Modified By | Revision Description |
|---|---|---|---|
| 1.0 | 4/15/24 | Greg Burnworth | Preliminary Draft |
| 1.1a | 5/8/24 | Greg Burnworth | Updating process flows / info |
| 1.2 | 6/8/24 | Greg Burnworth | Updating Agency requirements |
| 1.3 | 6/12/24 | Greg Burnworth | Refining Solution Requirements |
| 1.4 | 6/28/24 | Greg Burnworth | Editing & Reviewing |
| 1.5 | 7/12/24 | April Arnold | Incorporated OC Feedback |

## Operating Committee Review

The Operating Committee and FileLocal (FL) Agency have been reviewing the business & stakeholder requirements for future sign off.

| Session | Review Date | Requirements Sign-Off Date |
|---|---|---|
| FLOC Review | 5/22/24 | |
| FLOC Review | 6/4/24 | |
| FL Agency Review | 6/14/24 | |
| FLOC Working Session | 7/11/24 | |

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## Business Requirements Overview

FileLocal is a non-profit municipality that provides online tax-payment and business licensing services to businesses operating within the jurisdictions of File Local's 11 member cities. The member cities currently include Auburn, Bellevue, Des Moines, Everett, Kent, Lake Forest Park, Poulsbo, Renton, Seattle, Shoreline, and Tacoma. FileLocal's primary function is to assist business taxpayers to apply for and pay for a General Business License (GBL), file a business tax return, and pay tax amounts for business related taxes applicable to those cities. It should be noted that, due to a state law passed in 2017, the GBL service is only available to a limited number of existing member cities, no new member cities will be offered this service. Each of the cities currently has a System of Record (SOR) and has chosen a service package interface (e.g. web-based PCS or not) with the platform vendor (*See Table 7: Member City System of Record and Other Important Details*).

FileLocal contracts with a platform vendor to host, support, maintain, and modify as needed the cloud-based tax-payment and business licensing Portal called FileLocal (https://www.filelocal-wa.gov). FileLocal maintains a separate contract with a payment processor that completes the payments and distributes taxes, license fees, and other assessments to FileLocal and its member cities as appropriate. The platform vendor provides a Helpdesk Call center to support FileLocal users and city tax administrators with FileLocal Portal related questions; all tax and licensing related questions are referred to the member cities.

The current software platform in use by FileLocal is a custom solution based on Microsoft ASP.Net technology that was created over 10 years ago when there were no third-party solutions available. Over the past 10-years, the market for digital government services has grown and the current platform no longer adequately supports the online tax filing and payment needs of the member cities. The current model of Change Management relies on Change Requests (CRs) and Quarterly Releases which make maintaining and updating the platform costly to administer, time-consuming to implement, and limits when enhancements or changes are released.

To provide the best service possible to its member cities, FileLocal is planning to replace the current platform in two to four years. This system upgrade would involve a transition from the current custom platform to a Software as a Service (SaaS) model. There are now several potential platform vendors providing online tax collection services using the SaaS platform and several more in development.

The purpose of this document is to define FileLocal's requirements for the next generation platform for potential vendor consideration and selection. **This document does not represent an exhaustive list of each individual member cities' technical requirements or detailed system replacement requirements for implementation.** The intent is geared towards identifying core and common requirements to select an appropriate vendor. The analysis is based on interviewing staff at all participating member cities and the FileLocal Agency that use and support FileLocal's services.

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The process for gathering the platform requirements follows the IIBA (https://www.iiba.org/) methodology as a reliable standard. This word document, together with an excel spreadsheet, contains Business Requirements, Stakeholder Requirements, and Solution Requirements. An IIBA infographic provides more information about the methodology and definition of terms and can be found in the excel spreadsheet. The requirements are broken down by functional areas used in FileLocal. In each functional area, there is a brief description, basic attributes, the process flow, and problems to solve. It is based on a three-month analysis of process flows, documentation of the Portal, and stakeholder interviews. Problems to solve include challenges with the current system that a future platform should address. There are links to the full requirements excel spreadsheet in the Stakeholder Requirements section, and detailed process flows and screenprint diagrams in the Appendix.

## Strategic Goals & Outcomes

FileLocal strives to be a best-in-class one-stop solution for local business licensing (limited to certain cities) and tax filing. To achieve this, big breakthrough improvements to the underlying platform are required. The FileLocal Portal needs to meet common member city Business Requirements, Stakeholder Requirements, and Solution Requirements. The requirements outlined in this document should align with the common goals and outcomes listed below:

- **Ease of Use** – Provide a simpler, more intuitive user interface and taxpayer experience. The new platform shall offer an intuitive, easy to navigate user interface that is secure, well-organized, and consistent with current industry standards. Portal access should include multi-factor authentication, be role based and facilitate authorization/delegation with limited, but appropriate, functionality provided to employees and third-party tax preparers.

- **Quality Assurance and Continuous Improvement** – The platform vendor should have continuously evolving quality management. The platform solution should be focused on error prevention and resolving technical gaps. The vendor should have a culture of continuous improvement of the platform through service upgrades that keep pace with technological advancements. The Platform should stay current with industry trends and technology on the market.

- **Cost Effective Service Model** – Avoid costly break-fix cycles and provide a service model that supports city member growth. The platform vendor needs to offer a growth-based cost model that incentivizes lower costs for member cities as more cities are added.

- **Error-free Payment and Reconciliation** – The platform vendor will provide payment processing either by using an established payment platform in-house or by subcontracting with a payment vendor. **The payment vendor will be industry certified with PCI DSS Level 1, SOC 3**, which is FileLocal's requirement for safe, reliable, and secure online payment processing.

- **Industry Standard Onboarding and Exiting** process for new or existing cities. The platform vendor should offer tools and methods for easy onboarding of new member cities. Cities choosing to exit the service should be able to do so easily as well and at a minimal cost that is known well in advance.

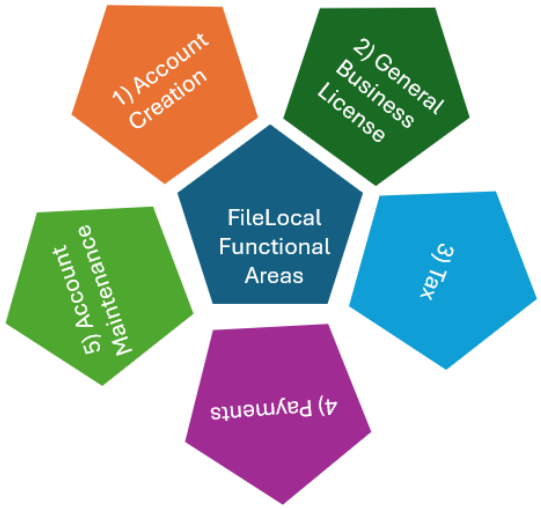
- **Customer Service / Problem Resolution Support**, Secure messaging support, Service Level Agreements for ticket resolution. The vendor should provide quality customer service to both member cities administrators and taxpayers. It should include an effective secure messaging system. Root cause analysis of call center customer problems should be reviewed and shared to identify Portal improvements.

- **Flexible & Customizable** – Member cities share a significant set of common requirements but need support for some unique elements (e.g. varying set of tax forms, backend integration, etc.).

## Business Process Narrative (Current State & Pain Points)

There are five top-tier functional areas in FileLocal's operations, these include 1) Account Creation, 2) Business Licensing (new licenses and renewals – available to a limited number of cities), 3) Preparation of various business tax forms, 4) Payment Processing, and 5) Account Maintenance. Users include taxpayers and city staff; each group has their own unique requirements. Prior to any authorized activity to occur, a FileLocal account must be set up (Account Creation). The main processes and sub-processes are covered in more detail below.

***Visual 1: FileLocal Five Functional Areas***



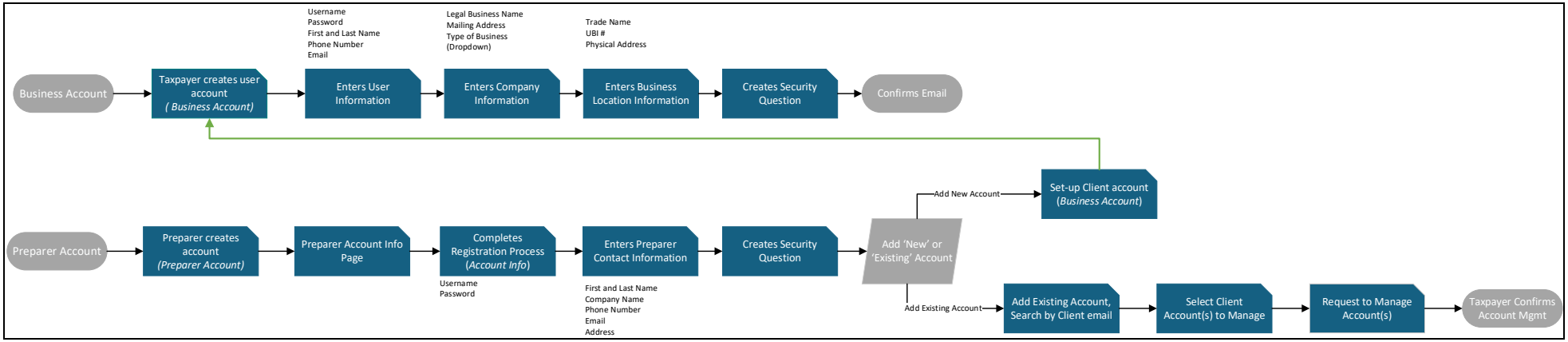
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## 1) Account Creation (Set-Up)

Account creation is a pre-requisite step for creating any FileLocal user account, entering business information, adding locations, and setting up tax forms. This is where a Username and Password are created, security questions are selected, and contact information is established (e.g. email confirmation). Set-up must be completed before a taxpayer can apply for a business license, submit a tax return, or make a payment. Most businesses licensed in Washington State need a WA State Unified Business Identifier (UBI). The 16-digit UBI is assigned by the Washington State Business License Services (BLS) and is provided when businesses obtain a Washington State business license. Some member Cities require a UBI, and some do not. The set-up is a one-time event, but the taxpayer can make changes to most of the information once entered.

A third-party Tax Preparer Account may also be created, which enables the management of multiple client accounts in FileLocal. It also allows businesses that use a tax preparation service to authorize the tax preparer to submit their tax forms and manage other aspects of their account (file and pay business licenses/renewals). It should be possible for Tax Preparer to create their own account and be authorized to submit tax forms on behalf of a business.

***Visual 2: Account Creation Process Flow***




**Basic Requirements**

The User must be able to set-up the FileLocal account, provide all needed account and business information to utilize the FileLocal Portal. A single taxable business should be able to utilize their one FileLocal account for tax purposes across multiple jurisdictions. There are varying requirements for business owners and tax preparers. Account Creation needs to include a role-based account management model. The FileLocal Portal would be customized according to three specific security and access concepts:

- **Authentication** – The process of verifying the identity of a user, device, or system. It is accomplished by asking for proof of identity before granting access to a secure location.

- **Authorization** –The process of giving someone the ability to access a resource through a username and password.
- **Role-based** – Role-based access control (RBAC) is a security approach that authorizes and restricts system access to users based on their role(s).

There are several types of accounts that can be added where permissions can be chosen.

- **Secondary Standard User** –Access to all functionality
- **File & Pay** – Can set up forms and file and pay
- **File Only** – Can set up forms and file and pay tax forms and General Business Licenses (GBL)
- **Pay Only** – Can pay for forms & GBL in "Ready to Pay" status

***Table 1: Account Creation Basic Requirements***

| Taxonomy | Step | Attributes |
|---|---|---|
| SH-AC-1.11 | Account Creation | Taxpayers & Preparers can set up self-service user account profile with general information such as business name, address, contact information, etc. that can be updated, including a username & password |
| SH-AC-1.12 | | Portal can store user demographics and location information (corporate and multi-location) |
| SH-AC-1.13 | | Portal permits Preparers to create and manage user account, adding new or existing accounts |
| SH-AC-1.14 | | Portal can store business information and pre-populate forms for use |
| SH-AC-1.15 | | Portal access governed by authorization standards |
| SH-AC-1.16 | | Portal has multi-factor authentication for security |
| SH-AC-1.17 | | Portal prompts users to provide UBI # (when required) and provides WA State website for reference in obtaining one |
| SH-AC-1.18 | | Authorized Primary user can create other secondary users and assign permissions |
| SH-AC-1.19 | | Portal contains city specific filing frequency and tax requirements and supports multiple tax filing frequencies |
| SH-AC-1.20 | | Portal allows taxpayer to select and complete tax forms |
| SH-AC-1.21 | | User can maintain forms filed online and setup City tax accounts |

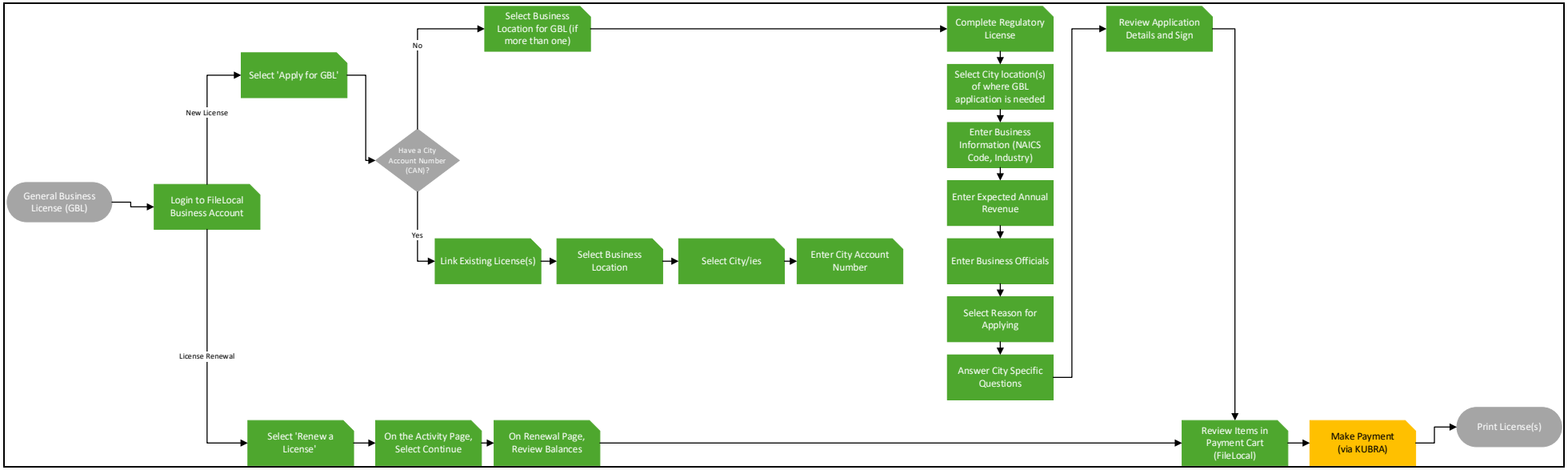
**Problems to Solve:**

- Automatic or system generated Email link not being sent to newly set up clerical users.
- Antiquated layout and format.
- The account creation fields, and process are complicated and cumbersome for taxpayers and preparers.

## 2) Business License (Limited Number of Cities)

The Business License Service (only available to a limited number of existing member cities due to a 2017 state Law) involves applying for and renewing the general business license (GBL) that most member cities require of businesses operating in their city limits. The taxpayer applies for a general business license once per location per business. General business licenses can be renewed annually. Some cities provide lifetime business licenses, which makes renewal unnecessary. The member cities have a varying array of license criteria and unique city questions and acknowledgments.

**Visual 3: Business License Process Flow**




**Basic Requirements**

The user must be able to easily renew and/or apply for a new general business license in the Portal, pay the fee, and print a business license from the Portal. When licenses are renewed, all information provided needs to be updated in FileLocal.

***Table 2: Business License Basic Requirements***

| Taxonomy | Step | Attributes |
|---|---|---|
| SH-BL- 2.12 | Business License | Ability for user to look up & renew business license in FL |
| SH-BL- 2.13 | | User can apply for brand new business license |
| SH-BL- 2.14 | | User can link existing license(s) to account |
| SH-BL- 2.15 | | Ability to print business licenses in pdf format real-time |

| | | |
|---|---|---|
| SH-BL- 2.16 | | Portal prompt GBL payment and $4 FileLocal fee |

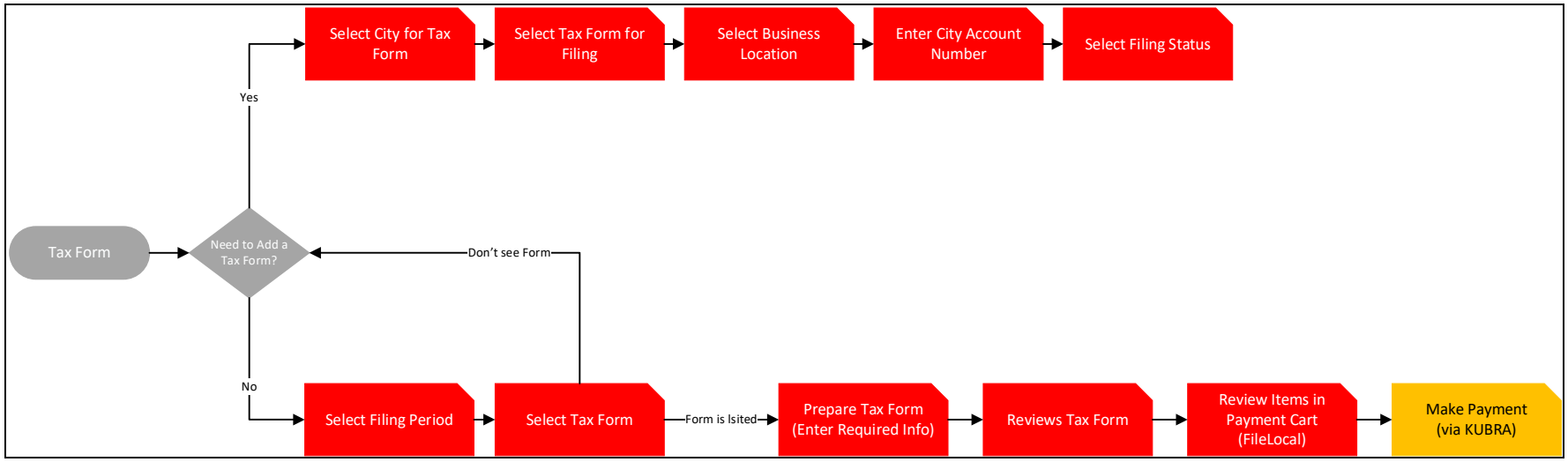
**Problems to Solve:**

- Renewal Information is not consistently saved and updated to FileLocal.
- Screens are not well-formatted with City specific questions.
- License Printing cannot always be completed until a specific date.
- Difficult to determine outstanding license fees owed.

## 3) Tax

Tax types, forms, thresholds, filing frequencies, and rates vary across cities. The most common taxes levied are B & O tax, Gambling, Utilities, and Event admissions (*See Appendix C for list of Tax Types by City*). Businesses can pay their required city taxes by selecting and filing the appropriate tax form. Each of the member cities taxes business according to respective tax laws. FileLocal allows cities to independently respond to changes in their respective local business climate. Tax forms can be customized and created to accommodate unique incentives offered by individual cities in calculating taxes. Taxes can be filed on a monthly, quarterly, or annual basis. Because the rules and rates vary by tax and city, one form must be completed for each unique city and tax type. If a business operates in multiple cities, a taxpayer can file multiple forms in a single transaction and funds will be allocated to each respective city.

***Visual 4: Tax (Filing a Return) Process Flow***



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**Basic Requirements**

The user must be able to file returns using the Portal simply and effectively. The Portal should allow for multiple business locations, local taxes specific to cities, tax forms, and relevant time periods for returns due.

***Table 3: Tax Basic Requirements***

| Taxonomy | Step | Attributes |
|---|---|---|
| SH - T - 3.13 | Tax | Ability for tax preparer to select the tax form(s) they wish to complete |
| SH - T - 3.14 | | Portal recognizes account demographics and city tax regulations to prompt what return is due / amount due |
| SH - T - 3.15 | | Portal contains simple format to calculate tax based on tax rate and measure (square feet, volume, etc.) |
| SH - T - 3.16 | | Portal can help taxpayer determine filing frequency and save in profile |
| SH - T - 3.17 | | Portal can accommodate multiple linked business locations |
| SH - T - 3.18 | | Portal must support introduction of new city taxes and new tax forms for cities |
| SH - T - 3.19 | | Portal must support modifying tax rates and thresholds |

**Problems to Solve:**

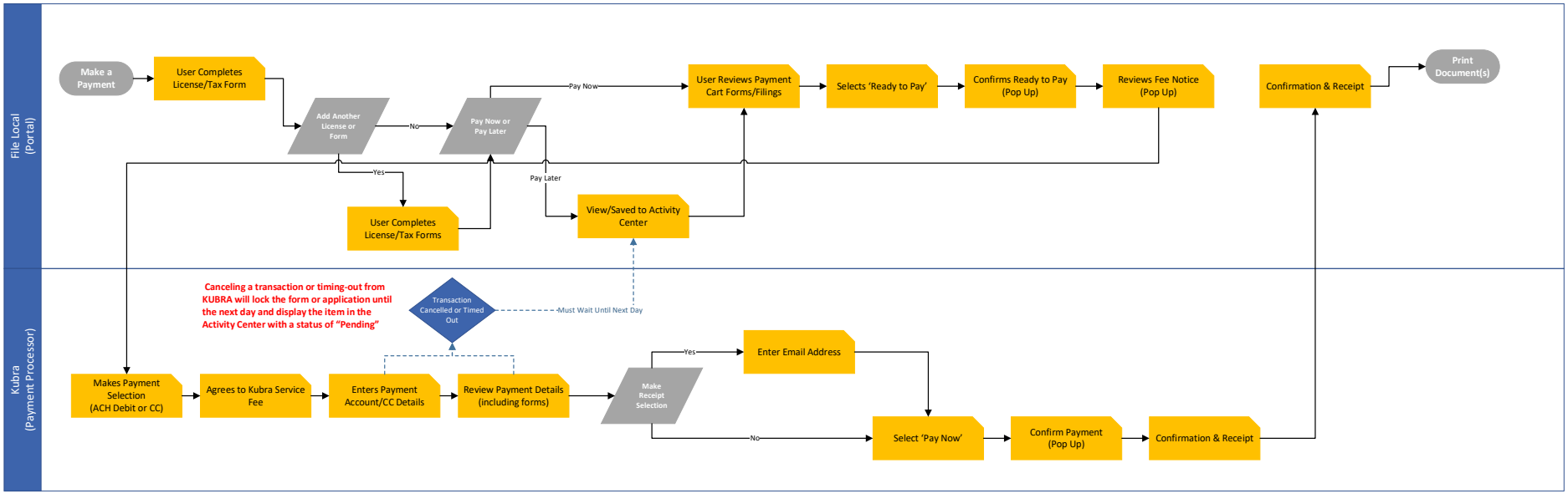
- Difficult for cities to make customized changes. Currently requires a Change Request.
- Portal does not support making return amendments. Leads to paper returns mailed in and processed.
- "Tax Form Set-Up" link creates confusion and problems for taxpayers.
- Very manual daily batch upload process for cities with Praxis.

## 4) Payment and Reconciliation

Payment includes the ability to pay fees and taxes related to the business license application, renewals, and tax forms filed. The taxpayer can choose to pay by ACH debit or Credit Card payments may be made using a credit or debit card. If paper checks are the method of payment, they are issued directly to the city and not through the FileLocal Portal. Taxpayers cannot currently make partial payments or future date payments through the Portal. When multiple cities are being paid, the Portal allows the taxpayer to make a single payment, and then the Portal separates the payments for each City before sending the information to the payment processor.

In addition to having a seamless process to collect and administer payments to each respective City, the platform must have a way to reconcile with the payment vendor. Having a robust and more automated reconciliation process between the portal and each City's bank is essential for City staff to compare, audit, and validate the transactions for accuracy and resolve any discrepancies quickly and efficiently. The platform must export reliable data packages in support of daily reconciliation. A record of payments made, and an itemized receipt should also be available for taxpayers for a specified period (12 months post payment).

***Visual 5: Payment Process Flow***




**Basic Requirements**

The payment step exists to complete taxpayer payment transactions for respective taxes due and other applicable fees. The payment platform should meet current industry standard guidelines for accuracy and reconciliation for the member cities.

**Security**

The payment vendor should be PCI DSS certified and should undergo regular 3rd party assessments. Assessments include a scan by a third-party approved scanning vendor (ASV) to assure adequate technology and security measures are in place to the protection of payment and personal information. The successful completion of a scan by an ASV must be completed quarterly to maintain PCI DSS certification.

***Table 4: Payment Basic Requirements***

| Taxonomy | Step | Basic Requirements |
|---|---|---|
| SH - P - 4.04 | Payment | The platform must provide a secure industry standard method of payment through a contracted payment vendor or internal to the platform vendor |
| SH - P - 4.05 | | The platform must offer ACH debit, debit card, or credit card payment methods |
| SH - P - 4.06 | | The platform offers real-time payment or scheduled future payment up to the due date |
| SH - P - 4.07 | | The payment portal must have authentication & authorization security |

| | | |
|---|---|---|
| SH - P - 4.08 | | The platform will prevent duplicate / double payments |
| SH - P - 4.09 | | The platform will confirm the payment was submitted and confirmed with a receipt. A copy of the transaction should also be (stored) available if needed at a later date. |
| SH - P - 4.10 | | Portal offers the option to pay online if the 1st payment fails |
| SH - P - 4.11 | | The Software vendor must be the payment processor or own and manage the relationship with the payment vendor |

**Problems to Solve**

- Double payments leading to a "cart-lock" scenario. "Cart-lock" occurs when a user attempts a second payment after a successful payment. The payment cart screen is locked out.
- Backend system payment reconciliation is complex and time-consuming for the member cities. Efforts to simplify the city member reconciliation. process (less manual) would be greatly beneficial.

## 5) Account Maintenance

Account Maintenance allows the taxpayer to modify information entered during Account Setup and to update preferences. Account Maintenance also includes ongoing help and support services provided to assist taxpayers with questions regarding their account and functionality of the Portal.

**Visual 6: Account Maintenance**



**Basic Requirements**

The platform must support taxpayer self-service for actions such as checking account status, change of address, modifying account settings, and more. The primary functions for account maintenance in the Portal are listed above. For member cities, administrative permissions will be granted to provide troubleshooting support. Ultimately, the goal will be to reduce the volume of call center calls as the quality of service improves.

***Table 5: Account Maintenance Basic Requirements***

| Taxonomy | Step | Basic Requirements |
|---|---|---|
| SH - AM - 5.01 | Account Maintenance | Portal offers a simple and intuitive landing page with easy to find activities to choose from |
| SH - AM - 5.02 | | Portal platform offers robust and capable secure messaging including group distribution lists |
| SH - AM - 5.03 | | Portal has a clear Landing Page with "Summary of Account" that displays recent and upcoming tax filings, due or filed dates, and amounts paid or due |
| SH - AM - 5.04 | | Portal provides updated FAQs and support resources for both cities and taxpayers |
| SH - AM - 5.05 | | Select city staff have read-only access and "mirroring" option for taxpayer problem troubleshooting |

**Problems to Solve**

- Difficult for cities to help taxpayer problem-solving.
- Limited city IT access and support resources.
- Reliance on call center for taxpayer assistance.

## FileLocal Agency Stakeholder Requirements

The FileLocal Agency also has specific needs to be considered regarding the new platform to better support Cities and help keep it updated.

***Table 6: FileLocal Agency Requirements***

| Taxonomy | Theme | Need |
|---|---|---|
| FL-6.01 | Security & Access | Portal must offer Multi Factor Authentication (MFA) |
| FL-6.02 | Quality of Service | Portal offers Customer Satisfaction Surveys (e.g. Thumb up/down, Star rating, Smiley face) |
| FL-6.03 | Quality of Service | Portal systematically captures taxpayer feedback and experience |
| FL-6.04 | Quality of Service | Portal offers surveys to capture admin experience |
| FL-6.05 | User Experience | Portal may be translated into multiple languages (including forms) |

| | | |
|---|---|---|
| FL-6.06 | Payment Processing | Portal must possess internal payment processor or offer payment processing through a sub-contractor that meets highest security standards |
| FL-6.07 | Training | Portal has training materials available for both City Administrators and Taxpayers (e.g. training library) |
| FL-6.08 | Ease of Use | Portal has simple interface to update FAQs and updates to website<br>- Not requiring HTML or costly Change Requests (CRs) to edit line of text |
| FL-6.09 | Technical Support | Portal has technical support for taxpayers and internal City staff (IT to IT) |
| FL-6.10 | Reliability | Portal provides reporting on server availability including page rendering (how long, status) |
| FL-6.11 | Reliability | Portal has site analytics (Google) capabilities through a real-time dashboard |
| FL-6.12 | Reliability | Portal offers analytics to measure transactions by volume and type |
| FL-6.13 | Onboarding | Vendor supports a cost model incentivizing growth in exchange for reduced overall cost for member cities<br>- Cost model that encourages growth, when new city is added, cost for existing cities go down<br>- Consistent price for onboarding new city<br>- Consistent Exit process and price |
| FL-6.14 | Ease of Use | Portal would support Content Management System (CMS) for Agency to generate content with support from vendor. The goal would be a single unified experience between FileLocal website and FileLocal portal.<br>- Front end CMS offering Word Press, Drupal front end to the platform. Agency could develop content with assistance<br>- Trainings, guides, FAQs<br>- Other pages that are available<br>- One stop shop |
| FL-6.15 | Technical Solution | The Portal must be able to handle multiple cities, Systems of Record (SORs), and different backend integrations |
| FL-6.16 | Ease of Use | The Portal and its tax support can distinguish between multiple cities, taxes, and varying needs via a Chatbot or Automated system. (Tax question for Renton / Tacoma. Which city? Which tax) |
| FL-6.17 | Ease of Use | The Portal can accommodate Agency needs such as site branding |
| FL-6.18 | Change Process | The platform has a defined change process for:<br>- Approvals including tools offered for new taxes and licenses<br>- FL agency support<br>- Tools provided vs. paying extra fees<br>- Cities onboarding and cities exiting<br>- New Staff to be trained (e.g. online training course, conducting regular trainings)<br>- Rate changes (calculations) |
| FL-6.19 | System Updates | There is a clear plan for platform updates, upgrades, and hot fixes that minimize operating downtime |

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## City Stakeholder Requirements

The FileLocal stakeholders consist of the member cities as well as the taxpayers within those jurisdictions. The taxpayers / preparers want a simple and intuitive Portal that simplifies the licensing, tax return, and payment process. The new FileLocal platform needs to deliver a higher level of quality both in terms of the user experience and technical functionality. City Stakeholder have identified a list of specific needs for each process step and agreed upon requirements have been noted.

**Full Stakeholder Requirements**

Provided as separate file.

## Solution Requirements

System responsiveness needs to be a critical factor for the new platform. There should be a clear measurement for responsiveness against an industry benchmark. The new platform should provide scalability for high and low volume quarterly periods.

**Integrations**

Each member city has a system of record used in conjunction with the FileLocal Portal. For some cities, the current vendor provides a web service installed on the City's server. It contains the code necessary to receive calls from the Portal, pass them on to the supplied SQL Server Database, and return the required responses back to the Portal. For cities without a PCS web service call, an xml batch process is uploaded and manually transferred to the system of record. At a minimum, the Portal must be able to handle multiple cities, Systems of Record (SORs), and different backend integrations.

***Table 7: Member City System of Record and Other Important Details***

| City | Web Service | SOR |
|---|---|---|
| Auburn | No | Praxis |
| Bellevue | Yes | Praxis |
| Des Moines | No | Praxis |
| Everett | Yes | Praxis |
| Kent | Yes | Custom built |
| Lake Forest Park | No | Springbrook |
| Renton | Yes | Praxis |
| Seattle | Yes | In-house system (SLIM) |
| Shoreline | Yes | Praxis |

| | | |
|---|---|---|
| Tacoma | Yes | SAP |

**Functional and Non-Functional Requirements**

The new FileLocal platform will need to satisfy an array of solution requirements, both functional and non-functional requirements.

***Table 8: FileLocal Functional and Non-Functional Requirements***

| Taxonomy | Source | Stakeholder Requirements *(e.g. As a FileLocal user, I want to …)* | Description | Similar for All / Unique to City | Functional / Non-Functional |
|---|---|---|---|---|---|
| SS - 1.01 | Praxis cities & Renton / exclude Seattle Tacoma (non-Praxis) | Ability for city to have capable automatic notification system integrated with Praxis | Currently must manually upload data; 2–3-day delay | Cities with Praxis | Functional |
| SS - 1.02 | All Cities | Ability to run different types of formatted reports and queries | No reporting done through FL | Yes | Functional |
| SS - 1.03 | All Cities | Backend integration inbound and outbound to automate updates | No automatic updates from FL to Praxis. Updates are entered manually. Also, there is no integration between Munis (financial system) and Praxis. Web service call needs to be well documented. XML payload out of compliance and not matching | Yes | Functional |
| SS - 1.04 | All Cities | Functional test environment (UAT) for city IT staff | Ability to test changes easier (e.g. create new account, then renew it) Testers could see changes real-time with waiting for overnight batch, without additional cost | Yes | Non-Functional |
| SS - 1.05 | All Cities | Platform has a much more consistent and simpler user interface | Improved user experience in FL Portal | Yes | Functional |

| | | | | | |
|---|---|---|---|---|---|
| SS - 1.06 | All Cities | Platform contains robust administrative functions for city | Includes account management, servicing, auditing, tax reporting, etc. | Yes | Non-Functional |
| SS - 1.07 | All Cities | Administrative FL access as a problem-solving resource | Support to TPs hindered by lack of access by vendor | Yes | Non-Functional |
| SS - 1.08 | All Cities | Ability to mitigate internet / system outages | The current FL system "fails open" instead of "failing closed." Doesn't stop user when it should. | Yes | Functional |
| SS - 1.09 | All Cities | Seamless deployment to QA / production | System should not be affected. Avg. downtime is currently 4-5 hours. Should be no downtime for updates | Yes | Functional |
| SS - 1.10 | All Cities | Platform allows better transfer of information, requiring easy navigation for saved entries (seamless batch downloading) | Issues with the batch not downloading requiring manual downloading from IT. | Yes | Functional |
| SS - 1.11 | All Cities | SLA for tech support and access to IT staff | lack of continuity and getting support when needed | Yes | Non-Functional |

**Permissions & Access**

The FileLocal portal should provide member cities with various role-based permissions. Defined administrative roles within city tax and IT departments would greatly simplify resolving taxpayer problems. Read-only access, mirroring functionality, and administrative access to update customer information has been requested by the cities. In addition, City IT staff need to access a test environment (UAT) for testing changes made. There are specific functions to the city administration role as listed below:

FileLocal

*Table 9: FileLocal Admin and Clerical Users Permissions and Functionality*

| FileLocal City Tasks | City Admin | Clerical Download | Clerical Research |
|---|---|---|---|
| Download Batches | X | X | |
| View Batches/Export Batches | X | X | |
| Print Batch Reports | X | X | |
| Search Filings | X | X | X |
| Download Filings | X | X | |
| Edit City Account Number | X | | |
| Edit Filing Frequency | X | | |
| Enable License Printing | X | | |
| Add Clerical Account | X | | |
| Manage Clerical Account | X | | |
| **Payment Rejection Report** | | | |
| View Report | X | X | X |
| Export to CSV | X | X | X |
| Print PDF | X | X | X |
| **Reconciliation Report** | | | |
| View Report | X | | X |
| Export to CSV | X | | X |
| Print PDF | X | | X |
| **NAICS Report** | | | |
| View Report | X | X | X |
| Export to CSV | X | X | X |
| Print PDF | X | X | X |
| **Manage Rates** | | | |
| Update License Information | X | | |
| Update Renewal Penalties | X | | |
| Update Tax Information | X | | |
| Approve License Information | X | | |
| Approve Renewal Penalties | X | | |
| Approve Tax Information | X | | |
| **User Search** | | | |
| Print All Taxpayers | X | X | X |
| Download Taxpayers CSV | X | X | X |
| Holiday Calendar | X | | |
| Batch Size Limits/Settings | X | | |
| Email Alert Settings | X | | |
| Update City Info (as it appears on FL) | X | | |
| **Non Web Service Cities** | | | |
| Update License Status | X | | |
| Update License Year and Expiration Date | X | | |
| Approve Licenses | X | | |
| Upload GBL Renewals | X | | |
| Posting Batches | X | | |

**Customer Support for Cities & Taxpayers**

The platform vendor should have strong customer support consistent with current industry standards. For example, a Chatbot application could be built into the Portal to improve the user experience. Real-time feedback that rates the user experience would be beneficial. For problem resolution that cannot be addressed in the Portal, users should be directed to their respective cities for support. This would include a phone line for immediate taxpayer assistance. For technical issues, the platform vendor would handle tickets within a specific window of time, and ongoing upgrades would address and prevent technical issues from re-occurring.

**Training & Onboarding**

The FileLocal Agency would have helpful tools to support its growth model and business operations. Effective training resources would be made available to member cities, taxpayers, and FileLocal Agency staff. Online training modules should be easily accessible. For newly added municipalities, a standard process will be required to effectively onboard the city and train new city users.

FileLocal

# Appendix

## A. City Tax and License Information

| City | Tax Forms | General Business License |
|---|---|---|
| Auburn | Auburn Multi-Purpose Tax Form | No |
| Bellevue | Bellevue B&O Tax Form | Yes |
| Des Moines | Des Moines B&O Tax Form | Yes |
| Everett | Everett Multi-Tax Form | Yes |
| Kent | None | Yes |
| Lake Forest Park | Lake Forest Park B&O Tax Form | Yes |
| Poulsbo | Poulsbo B&O | |
| Renton | Renton B&O Tax Form | Yes |
| Seattle | Seattle Admission Tax Form<br>Seattle B&O Tax Form<br>Seattle Commercial Parking Tax Form<br>Seattle Gambling Tax Form (G)<br>Seattle Gambling- Punchboards/Pull Tabs (GP)<br>Seattle Occupation Utility Tax Form<br>Payroll Expense Tax Form<br>Sweetened Beverage Tax Form<br>Transportation Network Company (TNC) Tax | Yes |
| Shoreline | Shoreline B&O Tax Form | Yes |
| Tacoma | Tacoma B& O<br>Tacoma Gambling Tax Form<br>Tacoma Utility Tax Form | Yes |

# Detailed Listing of Requirements

# REQUIREMENTS - INFOGRAPH

Check Out the Introducing Requirements Video

| REQUIREMENT CATEGORY | DEFINITION | KEYWORD | EXAMPLE | TIPS |
|---|---|---|---|---|
| **BUSINESS REQUIREMENTS** | • Statements of goals, objectives and outcomes that describe why a change has been initiated<br>• Can apply to the whole of an enterprise, a business area or a specific initiative | WHY | • As a leading food retailer, we want to create new business by being profiled as a company that cares about people with food constraints because of medical (e.g., allergies, intolerances); religious (e.g., kosher, halal); or personal conviction or lifestyle (e.g., vegetarian, vegan) reasons | • Are written at strategic level<br>• Shouldn't contradict<br>• Limited in quantity<br>• Aren't about solutions and shouldn't contain solution elements<br>• Usually aren't written by business analysts |
| **STAKEHOLDER REQUIREMENTS** | • Needs of stakeholders that must be met to achieve the business requirements<br>• May serve as a bridge between business and solution requirements | WHAT | • As a consumer with food allergies, I want to effortlessly find recipes that take my food allergies into account, so I can enjoy the preparation of a meal instead of focusing on my restrictions | • Can sometimes contradict; where a business analyst should look for compromises<br>• Aren't about solutions and shouldn't contain solution elements<br>• Represent them in a similar way as user stories (see example)<br>• Typically written by business analysts |
| **SOLUTION REQUIREMENTS** | • Describe the capabilities and qualities of a solution that meets stakeholder requirements<br>• Provide the appropriate level of detail to allow for the development and implementation of the solution<br>• Sub-categories:<br>› **Functional requirements:** describe the capabilities a solution must have in terms of the behaviour and information the solution will manage<br>› **Non-functional/quality/service requirements:** describe conditions under which a solution must remain effective or qualities a solution must have | HOW | • Create a website where the consumer can create an account where he/she can:<br>› Predefine a food profile<br>› Easily find recipes that meet the food profile<br>› Map the recipes with our products<br>› Make a shopping list<br>• The website should be secure and responsive | • User stories are a popular way to describe solution requirements<br>• Trainings that accompany a solution and are given to newcomers—after the implementation of that solution—and are typically described by solution requirements<br>• Typically written by solution/system/ functional analysts - only in a second instance by business analysts performing the role of solution/system/ functional analyst |
| **TRANSITION REQUIREMENTS** | • Describe the capabilities the solution must have, and the conditions the solution must meet, to facilitate transition from the current state to the future state, but which aren't needed once the change is complete<br>• Are of a temporary nature so differ from other requirement categories<br>• Address topics such as data conversion, training and business continuity | CHANGE | • Set up a marketing campaign to promote the new website that will be available on smartphone, tablet and computer | • Trainings that accompany a new solution but are given to employees to help them with the transition (e.g., previously we did scenario 'a' this way, now we will do it that way) are described by transition requirements<br>• Written by business analysts and/or solution/system/functional analysts - depending on the contents |

*Contributed by: Stefan Bossuwé*

(BABOK Guide v3 - 2.3 Requirements Classification Schema)

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### RELATIONSHIPS - DEPENDENCIES - TRACEABILITY

- Different relationships between requirements
  - › Between the different categories of requirements (derive)
  - › Dependencies between requirements (necessity/effort)
- Why important
  - › Easier for analysing impact if something changes
  - › Helps in prioritizing design/development

(BABOK Guide v3 - 5.1 Trace Requirements)

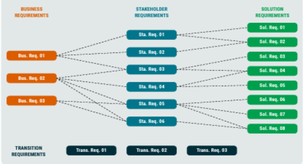
### REQUIREMENTS DESIGN CYCLE




(BABOK Guide v3 - 2.5 Requirements and Designs)

### DEPENDENCIES - TRACEABILITY

(Between the different requirements' categories)




Although requirements are essential for business analysis, they are only a means to an end, i.e., requirements are just a way to express something, whereas the goal for business analysis is to facilitate and/or co-create better business outcomes.

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| Taxonomy Overview | SH - P - 4.01 (Example) |
|---|---|
| SH | Stakeholder |
| FL | FileLocal |
| P | Payment |
| 4 | Process Step |
| 0.01 | Requirement # |
| | |
| AC | Account Creation |
| BL | Business License |
| T | Tax |
| P | Payment |
| AM | Account Maintenance |
| SS | Solution / System |
| FL | FileLocal Agency |
| BR | Business Requirement FL |

**Functional Areas**




| | |
|---|---|
| **Account Creation** | Creates a FileLocal user account for business owner or preparer, entering business information, adding locations, and setting up tax forms |
| **Business License** | Applying for and renewing the general business license (GBL) that most member cities require of businesses |
| **Tax** | Enables business owners or preparers the ability to file returns for respective taxes within city jurisdictions |
| **Payment** | Ability to pay fees and taxes related to the business license application, renewals, and tax forms filed |
| **Account Maintenance** | Enables the user to modify information entered during Account Setup and to update preferences. |

**FileLocal (FL) is a one stop shop for business licensing and tax filing. Its portal provides participating member cities and their taxpayers a hassle free user experience.**

| Taxonomy | Business Requirements<br>*(Statement of goals, objectives, and outcomes that describe why change gas been initiated)* | Theme | Description | Source<br>(FileLocal Agency) |
|---|---|---|---|---|
| BR - 1 | **Achieve a Modern, State of the Art FL User Experience** | Ease of Use | Simpler, more intuitive user interface and taxpayer experience in FL. The new platform shall offer an intuitive, easy to navigate user interface that is secure, well-organized, and consistent with current industry standards. Portal access should consist of multi-factor authentication and authorization. | Scott - FL Agency |
| BR - 2 | **Deploy a High Quality FL Product** | Quality Assurance | Quality Assurance platform through continuously improving service upgrades. The platform vendor should have continuously evolving quality management. The platform solution should be focused on error prevention, and should take responsibility for resolving technical gaps. The platform should stay current with industry trends and foresee evolving technology on the market. Supports introduction of new taxes and member city needs. | |
| BR - 3 | **Implement a Cost Effective Service Model** | Cost | Software as a Service Model (SaaS): transitioning from costly break-fix cycles to ongoing service model supporting city member growth and changing needs. The platform vendor needs to offer a growth based cost model that incentivizes lower costs for member cities as more cities are added. | |
| BR - 4 | **Error Free Secure Payment Processing** | Quality Assurance | Platform vendor is PCI DSS certified, providing the highest quality payment transactions to reduce defects and error correction for stakeholders. Real-time transactions. Includes high level security with multi - factor authentication / authorization. Platform vendors responsible for managing performance of Payment vendor (in-house or through partnership). | |
| BR - 5 | **Standard Onboarding & Exiting** | Service | A standard onboarding process for new cities. The platform vendor should offer tools and methods for new member cities as wells as the FL agency in support of implementation. | |
| BR - 6 | **Customer Service / Problem Resolution Support** | Service | Strong platform vendor ownership of technical problems & issues. Adherence to Service Level Agreements (SLAs). Effective secure messaging system. Root cause analysis on call center customer problems to identify portal improvements. | |
| BR - 7 | **System Reliability** | Quality Assurance | Robust site and transaction analytics / reporting. Availability of server to reduce downtime. | |
| BR - 8 | **FL Training Support** | Service | Technical support. Collection of tools and resources to train new & existing users (cities & taxpayers). Online resources and updated FAQs provide easy support for taxpayers and cities. | |
| BR - 9 | **Change Management** | Service | Standard change control process for rolling out changes. | |

| Taxonomy | Source | Stakeholder Requirements<br>*(e.g. As a FileLocal user, I want to …)* | Description | Process Step |
|---|---|---|---|---|
| SH - T - 3.01 | All Cities | More user friendly tax form | Currently using multi-tax form | Tax |
| SH - T - 3.02 | All Cities | Ability for taxpayers to submit a tax return amendment in FL | Amended paper returns sent by mail | Tax |
| SH - P - 4.01 | All Cities | Taxpayer payments submitted and completed in real-time | Very manual process to get payments in. Batch file from FL to Praxis, manual process to go into each batch, approve it, and apply it to the account. If errors are present, transactions have to be reconciled (e.g. late fees), then corrected before approving batch | Payment |
| SH - P - 4.02 | Seattle, Renton | Ability / option to pay outstanding balance in FL (e.g. delinquencies) | N/A | Payment |
| SH - AC - 1.01 | All Cities | Ability for FL to be translated into multiple languages | N/A | Account Creation |
| SH - BL - 2.01 | All Cities | Ability for user to look up & renew business license in FL | Users would be provided a registration # | Business License |
| SH - BL - 2.02 | All Cities | Ability to update license information both in FL & in SOR (e.g. Praxis) | Either via integration or secure message to queue the change needed | Business License |
| SH - T - 3.03 | All Cities | Ability for system to recognize filing frequency by the year (on annual basis) | System recognizes taxpayer data / demographics (e.g. "you have a business in Bellevue / you need to file a schedule B" | Tax |
| SH - AC - 1.02 | All Cities | Ability to set up business by City including entity name, physical and mailing address, 16 digit UBI, email/contact information, governors, estimated income, square footage, preferred language, etc. | N/A | Account Creation |
| SH - BL - 2.03 | All Cities | Ability to apply for a license | N/A | Business License |
| SH - BL - 2.04 | All Cities | Ability to print business licenses in pdf format real-time | Problems with confirmation email; city waits 2-3 days for payment to be accepted, before taxpayer may print | Business License |
| SH - T - 3.04 | All Cities | Ability for system to file returns monthly, quarterly, annual (depending on city specifications | Differentiate between quarterly filing and annual returns | Tax |
| SH - T - 3.05 | All Cities | Ability for system to require filing schedules | System should know filing frequency according to schedule | Tax |
| SH - T - 3.06 | All Cities | Ability for user to see outstanding returns due and filed returns | System should list appropriate period end dates. Communicate with city SOR to determine outstanding returns and returns filed | Tax |
| SH - P - 4.02 | All Cities | Ability to pay FL fee per city | $4 applies to all payments made by city | Payment |
| SH - BL - 2.05 | All Cities | Ability to link existing license(s) to account | 2 types of GBLs: in city & out of city; $2000 or less revenue no license is required | Business License |
| SH - BL - 2.06 | All Cities | Ability to detect, prompt, and allow taxpayer payment on previous years' unpaid license fees | Previous unpaid license fees unavailable in FL | Business License |
| SH - AC - 1.03 | All Cities - see comment | Ability to re-activate contractor FL account without having to pay fee | Once de-activated, contractors have to open brand new account | Account Creation |
| SH - AC - 1.04 | All Cities | Ability to link existing business accounts to FL | N/A | Account Creation |
| SH - BL - 2.07 | All Cities | Secure real-time payment interface with KUBRA / payment service | API with KUBRA is poorly designed | Business License |
| SH - AC - 1.05 | All Cities | New training & user guides for FL use | reference materials for new users / Onboarding process | Account Creation |
| SH - P - 4.03 | All Cities | Taxpayer payments submitted and completed in real-time | eliminate manual process logging into KUBRA. ACH creates delay with bank 3-10 days. Have to create a journal entry on payment / split the batch | Payment |
| SH - T - 3.07 | All Cities | The new system to communicate with our backend tax system to detect a paper return for the tax period was received by the city so it does not give them an option to file a duplicate online. | N/A | Tax |
| SH - AC - 1.06 | All Cities | Ability for more simple, secure, consolidated account creation especially for preparers | Not many Taxpayers/Preparers are using FL. Complexity of having dozens of accounts | Account Creation |

| | | | | |
|---|---|---|---|---|
| SH - BL - 2.08 | All Cities | Ability to apply for brand new business license | Calculate license fees & tax fees | Business License |
| SH - BL - 2.09 | All Cities | Ability to seamlessly renew business licenses with special consideration for branch renewals. | Highly complex and manual process. System is currently a hindrance to GBLs. Slim pushes table to FL, FL sends taxpayer secure message. | Business License |
| SH - T - 3.08 | All Cities | Ability for taxpayer to know "what is due" - returns via prompt | No reminders on what returns require attention (are due) | Tax |
| SH - T - 3.09 | All Cities | Ability for taxpayer to know "what amount is owed" via prompt | Prompted list of outstanding $$ requiring action by taxpayer | Tax |
| SH - T - 3.10 | All Cities | Ability to add new tax form | For new taxes | Tax |
| SH - T - 3.11 | All Cities | Ability to change / edit a new tax form | able to configure form content / layout | Tax |
| SH - BL - 2.10 | All Cities | City business license application simple & intuitive for user | Simple user interface & formatted screens. Currently very cumbersome / duplicative information | Business License |
| SH - AC - 1.07 | All Cities | Platform clarifies account creation requirements unique to city | UBI Question causes some users to abandon creating an account. Some cities do not require a 16-digit UBI and some users don't have one at all (rental accounts). The option to SKIP only confuses it more. Gross Revenue threshold. | Account Creation |
| SH - AC - 1.08 | All Cities | Platform clarifies the need to create an account including username & password | Not explained well that they are setting up user name & password. | Account Creation |
| SH - AC - 1.09 | All Cities | User is able to simply link an account | Needs to be simplified. Linking an account has too many clicks. It requires the license number entered and click "link", then it asks again to link or finish. | Account Creation |
| SH - AC - 1.10 | All Cities | Account creation fields are more simple and user friendly | The NAICS/Industry code section is unclear that you can type the number if you know it. Instead most try to narrow down the options and scroll. | Account Creation |
| SH - BL - 2.11 | All Cities | Business license application process is more simple and user friendly | Formatting is bad; Certificate prints the wrong year if paid and printed in December (it's available in Dec, but not due until Jan 31st); Can't pay back years or partial balances; Can't pay regulatory licenses; | Business License |
| SH - T - 3.12 | All Cities | Taxpayer can simply enter tax return information with a user friendly interface | Entering tax return information is not click-friendly, tabbing works best but is not preferred by users. Tax return fields that have supplemental fields are not known until the user clicks/tabs into it, causing questions on where to enter deductions, etc. | Tax |
| SH-AC-1.11 | All Cities (Basic Requirement) | Create an account for myself or have my preparer create one on my behalf | Taxpayers & Preparers can set up self-service user account profile with general information such as business name, address, contact information, etc.) that can be updated, including a username & password | Account Creation |
| SH-AC-1.12 | All Cities (Basic Requirement) | Store location information | Portal can store user demographics and location information (corporate and multi-location) | Account Creation |
| SH-AC-1.13 | All Cities (Basic Requirement) | Add users to my account and control permissions | Portal permits Preparers to create and manage user account, adding new or existing account | Account Creation |
| SH-AC-1.14 | All Cities (Basic Requirement) | Auto populate forms/fields based on my location information | Portal can store business demographics to pre-populate forms for use | Account Creation |
| SH-AC-1.15 | All Cities (Basic Requirement) | Control who can access my account | Portal access governed by authorization standards | Account Creation |
| SH-AC-1.16 | All Cities (Basic Requirement) | Multi-Factor Authentication | Portal has multi-factor authentication for security | Account Creation |
| SH-AC-1.17 | All Cities (Basic Requirement) | Input my UBI | Portal prompts users to provide UBI # (for businesses meeting the gross revenue threshold) and provides WA State website for reference in obtaining one | Account Creation |
| SH-AC-1.18 | All Cities (Basic Requirement) | Add users to my account and control permissions | Authorized Primary user can create other secondary users and assign permissions | Account Creation |

| | | | | |
|---|---|---|---|---|
| SH-AC-1.19 | All Cities (Basic Requirement) | Know my filing frequency and tax requirements | Portal contains city specific filing frequency and tax requirements and supports multiple tax filing frequencies | Account Creation |
| SH-AC-1.20 | All Cities (Basic Requirement) | Complete tax forms | Portal allows taxpayer to select and complete tax forms | Account Creation |
| SH-AC-1.21 | All Cities (Basic Requirement) | Create and manage my account | User can maintain forms filed online and setup City tax accounts | Account Creation |
| SH-BL- 2.12 | All Cities (Basic Requirement) | Renew my business license | Ability for user to look up & renew business license in FL | Business License |
| SH-BL- 2.13 | All Cities (Basic Requirement) | Apply for a business license | User can apply for brand new business license | Business License |
| SH-BL- 2.14 | All Cities (Basic Requirement) | Link my license | User can link existing license(s) to account | Business License |
| SH-BL- 2.15 | All Cities (Basic Requirement) | Print my license | Ability to print business licenses in pdf format real-time | Business License |
| SH-BL- 2.16 | All Cities (Basic Requirement) | See the cost of the license | Portal prompt GBL payment and $4 FileLocal fee | Business License |
| SH - T - 3.13 | All Cities (Basic Requirement) | | Ability for tax preparer to select the tax form(s) they wish to complete | Tax |
| SH - T - 3.14 | All Cities (Basic Requirement) | Receive prompt if upcoming return is due | Portal recognizes account demographics and city tax regulations to prompt what return is due / amount due | Tax |
| SH - T - 3.15 | All Cities (Basic Requirement) | Easy to input and understand tax form | Portal contains simple format to calculate tax based on tax rate and measure (square feet, volume, etc.) | Tax |
| SH - T - 3.16 | All Cities (Basic Requirement) | Know my filing frequency | Portal can help taxpayer determine filing frequency and save in profile | Tax |
| SH - T - 3.17 | All Cities (Basic Requirement) | Manage multiple locations | Portal can accommodate multiple linked business locations | Tax |
| SH - T - 3.18 | All Cities (Basic Requirement) | Create new tax forms | Portal must support introduction of new city taxes and new tax forms for cities | Tax |
| SH - T - 3.19 | All Cities (Basic Requirement) | Update tax rates and thresholds | Portal must support modifying tax rates and thresholds | Tax |
| SH - P - 4.04 | All Cities (Basic Requirement) | Secured and Verified Payment Processor | The platform must provide a secure industry standard method of payment through a contracted payment vendor or internal to the platform vendor | Payment |
| SH - P - 4.05 | All Cities (Basic Requirement) | Have options to pay with different methods | The platform must offer ACH debit, debit card, or credit card payment methods | Payment |
| SH - P - 4.06 | All Cities (Basic Requirement) | Schedule future payments | The platform offers real-time payment or scheduled future payment up to the due date | Payment |
| SH - P - 4.07 | All Cities (Basic Requirement) | Authentication and Authorization Security | The payment portal must have authentication & authorization security | Payment |
| SH - P - 4.08 | All Cities (Basic Requirement) | Avoid double payments | The platform will prevent duplicate / double payments | Payment |
| SH - P - 4.09 | All Cities (Basic Requirement) | Get an email of the receipt confirming payment, and details of what I paid for | The platform will confirm the payment was submitted and confirmed with a receipt | Payment |
| SH - P - 4.10 | All Cities (Basic Requirement) | A second chance to pay if an error occurs with the first payment | Portal offers the option to pay online if the 1st payment fails | Payment |
| SH - P - 4.11 | All Cities (Basic Requirement) | One vendor | The Software vendor must be the payment processor or own and manage the relationship with the payment vendor | Payment |
| SH - AM - 5.01 | All Cities (Basic Requirement) | Easily find what actions I need to take | Portal offers a simple and intuitive landing page with easy to find activities to choose from | Account Maintenance |
| SH - AM - 5.02 | All Cities (Basic Requirement) | Message from the platform | Portal platform offers robust and capable secure messaging including group distribution lists | Account Maintenance |
| SH - AM - 5.03 | All Cities (Basic Requirement) | See what I owe | Portal has a clear Landing Page with “Summary of Account” that displays recent and upcoming tax filings, due or filed dates, and amounts paid or due | Account Maintenance |
| SH - AM - 5.04 | All Cities (Basic Requirement) | Reference a resource if I have questions | Portal provides updated FAQs and support resources for both cities and taxpayers | Account Maintenance |
| SH - AM - 5.05 | All Cities (Basic Requirement) | Assist taxpayers more effectively if they have questions | Select city staff have read-only access and “mirroring” option for taxpayer problem troubleshooting | Account Maintenance |
| FL-6.01 | FileLocal Agency | Portal must offer Multi Factor Authentication (MFA) | Security & Access | |
| FL-6.02 | FileLocal Agency | Portal offers Customer Satisfaction Surveys (e.g. Thumb up/down, Star rating, Smiley face) | Quality of Service | |

| | | | | |
|---|---|---|---|---|
| FL-6.03 | FileLocal Agency | Portal systematically captures taxpayer feedback and experience | Quality of Service | |
| FL-6.04 | FileLocal Agency | Portal offers surveys to capture admin experience | Quality of Service | |
| FL-6.05 | FileLocal Agency | Portal may be translated into multiple languages including forms | User Experience | |
| FL-6.06 | FileLocal Agency | Portal must possess internal payment processor or offer payment processing through a sub-contractor that meets highest security standards | Payment Processing | |
| FL-6.07 | FileLocal Agency | Portal has training materials available for both City Administrators and Taxpayers (e.g. training library) | Training | |
| FL-6.08 | FileLocal Agency | Portal has simple interface to update FAQs and updates to website | Ease of use | |
| FL-6.08 | FileLocal Agency | Not requiring HTML or costly Change Requests (CRs) to edit line of text | Ease of use | |
| FL-6.09 | FileLocal Agency | Portal has technical support for taxpayers and internal City staff (IT to IT) | Technical Support | |
| FL-6.10 | FileLocal Agency | Portal provides reporting on server availability including page rendering (how long, status) | Reliability | |
| FL-6.11 | FileLocal Agency | Portal has site analytics (Google) capabilities through a real-time dashboard | Reliability | |
| FL-6.12 | FileLocal Agency | Portal offers analytics to measure transactions by volume and type | Reliability | |
| FL-6.13 | FileLocal Agency | Vendor supports a cost model incentivizing growth in exchange for reduced overall cost for member cities | Onboarding | |
| FL-6.13 | FileLocal Agency | Cost model that encourages growth,  when new city is added, cost for existing cities go down | | |
| FL-6.13 | FileLocal Agency | Consistent price for onboarding new city | | |
| FL-6.13 | FileLocal Agency | Consistent Exit process and price | | |
| FL-6.14 | FileLocal Agency | Portal would support Content Management System (CMS) for Agency to generating content with support from vendor | Ease of use | |
| FL-6.14 | FileLocal Agency | Front end CMS offering Word Press, Drupal front end to the platform. Agency could develop content with assistance | | |
| FL-6.14 | FileLocal Agency | Trainings, guides, FAQs, Other pages that are available | | |
| FL-6.14 | FileLocal Agency | One stop shop | | |
| FL-6.15 | FileLocal Agency | The Portal must be able to handle multiple cities, Systems of Record (SORs), and different backend integrations | Technical Solution | |
| FL-6.16 | FileLocal Agency | The Portal and its tax support can distinguish between multiple cities, taxes, and varying needs via a Chatbot or Automated system. (Tax question for Renton / Tacoma. Which city? Which tax) | Ease of use | |
| FL-6.17 | FileLocal Agency | The Portal can accommodate Agency needs such as site branding | Ease of use | |
| FL- 6.18 | FileLocal Agency | The platform has a defined change process for: | Change Process | |
| | | Approvals including tools offered for new taxes and licenses | | |
| | | FL agency support | | |
| | | Tools provided vs. paying extra fees | | |
| | | Cities onboarding and cities exiting | | |
| | | New Staff to be trained (e.g. online training course, conducting regular trainings) | | |
| | | Rate changes (calculations) | | |
| FL-6.19 | FileLocal Agency | There is a clear plan for platform updates, upgrades, and hot fixes that minimize operating downtime | System Updates | |

| Taxonomy | Source | Stakeholder Requirements *(e.g. As a FileLocal user, I want to …)* | Description | Functional / Non-Functional | Comments |
|---|---|---|---|---|---|
| SS - 1.01 | Praxis cities & Renton / exclude Seattle Tacoma (non-Praxis) | Ability for city to have capable automatic notification system integrated with Praxis (SOR) | Currently have to manually upload data; 2-3 day delay | Functional | Kent to retain current integration |
| SS - 1.02 | All Cities | Ability to run different types of formatted reports and queries | No reporting done through FL | Functional | Auburn Future State: combine licensing and tax in one dept. (would need authorization from WA state dept. of revenue. - eliminate "Track it" for GBL (not used) |
| SS - 1.03 | All Cities | Backend integration inbound and outbound to automate updates | No automatic updates from FL to Praxis. Updates are entered manually. Also no integration between Munis (financial system) and Praxis. Web service call needs to be well documented. XML payload out of compliance and not matching | Functional | |
| SS - 1.04 | All Cities | Functional test environment (UAT) for city IT staff | Ability to test changes easier (e.g. create new account, then renew it) Testers could see changes real-time with waiting for overnight batch. Without additional cost | Non-Functional | |
| SS - 1.05 | All Cities | Platform has a much more consistent and simple user interface | Improved user experience in FL portal | Functional | If vendor has or can offer backend system, that would be beneficial. Options for cities that don't have an SOR. |
| SS - 1.06 | All Cities | Platform contains robust administrative functions for city | Includes account management, servicing, auditing, tax reporting, etc. | Non-Functional | |
| SS - 1.07 | All Cities | Administrative FL access as a problem-solving resource | Support to Taxpayers hindered by lack of access by vendor | Non-Functional | |
| SS - 1.08 | All Cities | Ability to mitigate internet / system outages | Current FL system "fails open" instead of "failing closed." Doesn't stop user when it should. | Functional | When internet goes down, how does platform deal with that environment (web service call). Can lead to incorrect payment amounts. Handle new renewal info in real-time. Automatic failure resolution, re-try automatically and not open a CR / ticket. Also needs a notification system when system goes down. |
| SS - 1.09 | All Cities | Seamless deployment to QA / production | System should not be affected. Avg. downtime currently 4-5 hours. Should be no downtime for updates | Functional | Other system contingencies with SLIM - how can the batch process be mitigated? |
| SS - 1.10 | All Cities | Platform allows better transfer of information, requiring easy navigation for saved entries (seamless batch downloading) | Issues with the batch not downloading requiring manual downloading from IT. | Functional | |
| SS - 1.11 | All Cities | SLA for tech support and access to IT staff | lack of continuity and getting support when needed | Non-Functional | IT to Platform IT & not through 3-4 different parties. |
| SS - 1.12 | | Ability to auto-verify creation of account / GBL in Praxis via integration | Integration would handle GBLs/renewals without manual validation | | No Business licenses issued at Auburn; all handled by WA dept. of revenue (BLS) |
| SS - 1.13 | | Automatic updates to filing frequency via integration / validation of business license | Integration needed to update Praxis (SOR); populate taxpayer contact info to avoid searching; **Filing frequency updates are biggest source of errors.** | | Auburn filing frequency is annually or quarterly |
| SS - 1.14 | | City staff can access platform technical staff (e.g. Developers) | quick fixes / troubleshooting | | |

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| SS - 1.15 | | Seamless integration w/ FL for application renewals | New information provided needs to be saved. | | Just business licensing / renewals, no B and O tax for Kent, no tax forms / payments |
| SS - 1.16 | Fred H (Renton) | The new system to communicate with our backend tax system to detect closed accounts and to be able close their online account with city. | N/A | | |
| SS - 1.17 | | Ability for vendor platform to scale horizontally (add new servers) | better Elasticity (AWS) during high and low volume times of year | | |
| SS - 1.18 | | Ability to automate the certificate management | Server authentication certificate / client authentication certificate. Currently use only 1 certificate and not 2 | | manually managed by cities for many certificates. FL has 6 certificates for Seattle. |
| SS - 1.19 | Jenni/ Danielle | Renewal UI and back end process simple & intuitive | City has to push renewals to portal; sometimes doesn't work. Screens not well formatted: multiple entries displayed (unsure which to click on). Confusion when calendar changes (won't print pdfs until specific date). | | |
| SS - 1.20 | Jenni/ Danielle | Identical inbound / outbound mapping integration (also same tags) | Information / updates from one system not updating the other / vice versa. | | |

| Taxonomy | Source | Stakeholder Requirements *(e.g. As a FileLocal user, I want to …)* | Description | Process Step | Similar for All / Unique to City | Comments |
|---|---|---|---|---|---|---|
| SH - AC - 1.01 | All Cities | Ability for FL to be translated into multiple languages | N/A | Account Creation | Yes | |
| SH - AC - 1.02 | All Cities | Ability to set up business by City including entity name, physical and mailing address, 16 digit UBI, email/contact information, governors, estimated income, square footage, preferred language, etc. | N/A | Account Creation | Yes | |
| SH - AC - 1.03 | All Cities - see comment | Ability to re-activate contractor FL account without having to pay fee | Once de-activated, contractors have to open brand new account | Account Creation | | in agreement, but needs to be supported by an authorization process |
| SH - AC - 1.04 | All Cities | Ability to link existing business accounts to FL | N/A | Account Creation | Yes | |
| SH - AC - 1.05 | All Cities | New training & user guides for FL use | reference materials for new users / Onboarding process | Account Creation | Yes | |
| SH - AC - 1.06 | All Cities | Ability for more simple, secure, consolidated account creation especially for preparers | Not many Taxpayers/Preparers are using FL. Complexity of having dozens of accounts | Account Creation | Yes | |
| SH - AC - 1.07 | All Cities | Platform clarifies account creation requirements unique to city | UBI Question causes some users to abandon creating an account. Some cities do not require a 16-digit UBI and some users don't have one at all (rental accounts). The option to SKIP only confuses it more. Gross Revenue threshold. | Account Creation | Yes | |
| SH - AC - 1.08 | All Cities | Platform clarifies the need to create an account including username & password | Not explained well that they are setting up user name & password. | Account Creation | | |
| SH - AC - 1.09 | All Cities | User is able to simply link an account | Needs to be simplified. Linking an account has too many clicks. It requires the license number entered and click "link", then it asks again to link or finish. | Account Creation | | |
| SH - AC - 1.10 | All Cities | Account creation fields are more simple and user friendly | The NAICS/Industry code section is unclear that you can type the number if you know it. Instead most try to narrow down the options and scroll. | Account Creation | Yes | |
| SH-AC-1.11 | All Cities (Basic Requirement) | Create an account for myself or have my preparer create one on my behalf | Taxpayers & Preparers can set up self-service user account profile with general information such as business name, address, contact information, etc.) that can be updated, including a username & password | Account Creation | Yes | |
| SH-AC-1.12 | All Cities (Basic Requirement) | Store location information | Portal can store user demographics and location information (corporate and multi-location) | Account Creation | Yes | |
| SH-AC-1.13 | All Cities (Basic Requirement) | Add users to my account and control permissions | Portal permits Preparers to create and manage user account, adding new or existing account | Account Creation | Yes | |
| SH-AC-1.14 | All Cities (Basic Requirement) | Auto populate forms/fields based on my location information | Portal can store business demographics to pre-populate forms for use | Account Creation | Yes | |
| SH-AC-1.15 | All Cities (Basic Requirement) | Control who can access my account | Portal access governed by authorization standards | Account Creation | Yes | |
| SH-AC-1.16 | All Cities (Basic Requirement) | Multi-Factor Authentication | Portal has multi-factor authentication for security | Account Creation | Yes | |
| SH-AC-1.17 | All Cities (Basic Requirement) | Input my UBI | Portal prompts users to provide UBI # (for businesses meeting the gross revenue threshold) and provides WA State website for reference in obtaining one | Account Creation | Yes | |
| SH-AC-1.18 | All Cities (Basic Requirement) | Add users to my account and control permissions | Authorized Primary user can create other secondary users and assign permissions | Account Creation | Yes | |
| SH-AC-1.19 | All Cities (Basic Requirement) | Know my filing frequency and tax requirements | Portal contains city specific filing frequency and tax requirements and supports multiple tax filing frequencies | Account Creation | Yes | |
| SH-AC-1.20 | All Cities (Basic Requirement) | Complete tax forms | Portal allows taxpayer to select and complete tax forms | Account Creation | Yes | |
| SH-AC-1.21 | All Cities (Basic Requirement) | Create and manage my account | User can maintain forms filed online and setup City tax accounts | Account Creation | Yes | Login first, look up info, then prompt for renewal / need to check with what vendor could provide |
| SH - BL - 2.02 | All Cities | Ability to update license information both in FL & in SOR (e.g. Praxis) | Either via integration or secure message to queue the change needed | Business License | Yes | Interest in synchronization in updating GBL info, but some cities differ on various options (how). Coordinate info on what user can see, and what the system can update |
| SH - BL - 2.03 | All Cities | Ability to apply for a license | N/A | Business License | Yes | |
| SH - BL - 2.04 | All Cities | Ability to print business licenses in pdf format real-time | Problems with confirmation email; city waits 2-3 days for payment to be accepted, before taxpayer may print | Business License | Yes | |
| SH - BL - 2.05 | All Cities | Ability to link existing license(s) to account | 2 types of GBLs: in city & out of city; $2000 or less revenue no license is required | Business License | Yes | |
| SH - BL - 2.06 | All Cities | Ability to detect, prompt, and allow taxpayer payment on previous years' unpaid license fees | Previous unpaid license fees unavailable in FL | Business License | Yes | |
| SH - BL - 2.07 | All Cities | Secure real-time payment interface with KUBRA / payment service | API with KUBRA is poorly designed | Business License | Yes | |
| SH - BL - 2.08 | All Cities | Ability to apply for brand new business license | Calculate license fees & tax fees | Business License | | |
| SH - BL - 2.09 | All Cities | Ability to seamlessly renew business licenses with special consideration for branch renewals. | Highly complex and manual process. System is currently a hindrance to GBLs. Slim pushes table to FL, FL sends taxpayer secure message. | Business License | Yes | |
| SH - BL - 2.10 | All Cities | City business license application simple & intuitive for user | Simple user interface & formatted screens. Currently very cumbersome / duplicative information | Business License | Yes | |
| SH - BL - 2.11 | All Cities | Business license application process is more simple and user friendly | Formatting is bad; Certificate prints the wrong year if paid and printed in December (it's available in Dec, but not due until Jan 31st); Can't pay back years or partial balances; Can't pay regulatory licenses; | Business License | | When license fees change, there is no table with a start/end date. It's effective once it's released. This causes late payers to pay the future year's license fees. For Tacoma (only for some reason), the penalty table is hard-coded and we must file a CR to have it changed. |

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| SH-BL- 2.12 | All Cities (Basic Requirement) | Renew my business license | Ability for user to look up & renew business license in FL | Business License | Yes | |
| SH-BL- 2.13 | All Cities (Basic Requirement) | Apply for a business license | User can apply for brand new business license | Business License | Yes | |
| SH-BL- 2.14 | All Cities (Basic Requirement) | Link my license | User can link existing license(s) to account | Business License | Yes | |
| SH-BL- 2.15 | All Cities (Basic Requirement) | Print my license | Ability to print business licenses in pdf format real-time | Business License | Yes | |
| SH-BL- 2.16 | All Cities (Basic Requirement) | See the cost of the license | Portal prompt GBL payment and $4 FileLocal fee | Business License | Yes | |
| SH - BL - 2.17 | Jackson, Vladimir | Ability to differentiate between multi-year business accounts and contractors | Contractors need 1 year temporary license; currently all completed manually | Business License | | |
| SH - BL - 2.18 | Joanna M | Ability to link existing business accounts with UBI # less than 16 digits | To link accounts, city currently requires business to provide 1st 9 digits | Business License | | |
| SH - BL - 2.19 | Jenni/ Danielle | Seamless integration w/ FL for application renewals | New information provided needs to be saved. Renewals needs to be pushed by city | Business License | | |
| SH - T - 3.01 | All Cities | More user friendly tax form | Currently using multi-tax form | Tax | Yes | |
| SH - T - 3.02 | All Cities | Ability for taxpayers to submit a tax return amendment in FL | Amended paper returns sent by mail | Tax | Yes | |
| SH - T - 3.03 | All Cities | Ability for system to recognize filing frequency by the year (on annual basis) | System recognizes taxpayer data / demographics (e.g. "you have a business in Bellevue / you need to file a schedule B" | Tax | Yes | |
| SH - T - 3.04 | All Cities | Ability for system to file returns monthly, quarterly, annual (depending on city specifications | Differentiate between quarterly filing and annual returns | Tax | Yes | |
| SH - T - 3.05 | All Cities | Ability for system to require filing schedules | System should know filing frequency according to schedule | Tax | Yes | |
| SH - T - 3.06 | All Cities | Ability for user to see outstanding returns due and filed returns | System should list appropriate period end dates. Communicate with city SOR to determine outstanding returns and returns filed | Tax | Yes | |
| SH - T - 3.07 | All Cities | The new system to communicate with our backend tax system to detect a paper return for the tax period was received by the city so it does not give them an option to file a duplicate online. | N/A | Tax | Yes | Not a core requirement, but can check options with vendor |
| SH - T - 3.08 | All Cities | Ability for taxpayer to know "what is due" - returns via prompt | No reminders on what returns require attention (are due) | Tax | Yes | Concise form listing unfiled returns |
| SH - T - 3.09 | All Cities | Ability for taxpayer to know "what amount is owed" via prompt | Prompted list of outstanding $$ requiring action by taxpayer | Tax | Yes | Need to move to Account Maintenance |
| SH - T - 3.10 | All Cities | Ability to add new tax form | For new taxes | Tax | Yes | |
| SH - T - 3.11 | All Cities | Ability to change / edit a new tax form | able to configure form content / layout | Tax | Yes | |
| SH - T - 3.12 | All Cities | Taxpayer can simply enter tax return information with a user friendly interface | Entering tax return information is not click-friendly, tabbing works best but is not preferred by users. Tax return fields that have supplemental fields are not known until the user clicks/tabs into it, causing questions on where to enter deductions, etc. | Tax | Yes | |
| SH - T - 3.13 | All Cities (Basic Requirement) | | Ability for tax preparer to select the tax form(s) they wish to complete | Tax | Yes | |
| SH - T - 3.14 | All Cities (Basic Requirement) | Receive prompt if upcoming return is due | Portal recognizes account demographics and city tax regulations to prompt what return is due / amount due | Tax | Yes | |
| SH - T - 3.15 | All Cities (Basic Requirement) | Easy to input and understand tax form | Portal contains simple format to calculate tax based on tax rate and measure (square feet, volume, etc.) | Tax | Yes | |
| SH - T - 3.16 | All Cities (Basic Requirement) | Know my filing frequency | Portal can help taxpayer determine filing frequency and save in profile | Tax | Yes | |
| SH - T - 3.17 | All Cities (Basic Requirement) | Manage multiple locations | Portal can accommodate multiple linked business locations | Tax | Yes | |
| SH - T - 3.18 | All Cities (Basic Requirement) | Create new tax forms | Portal must support introduction of new city taxes and new tax forms for cities | Tax | Yes | |
| SH - T - 3.19 | All Cities (Basic Requirement) | Update tax rates and thresholds | Portal must support modifying tax rates and thresholds | Tax | Yes | |
| SH - T - 3.20 | Des Moines, Shoreline | Ability to track business revenue cumulatively and calculate tax as zero until $12,500 per quarter / $50,000 annually (for Des Moines) threshold is met | No functionality within FL for this currently | Tax | Yes | Partial agreement, but needs to be unpacked. |
| SH - T - 3.21 | Des Moines, Kent, Shoreline | Single multi-tax form for B & O and gambling | Works well and wants to retain | Tax | Yes | All except Seattle in agreement for multi-tax form |
| SH - T - 3.22 | Joe / Jackie | Measure is defined in platform for **each** tax type | Platform has measure built in for filing return | Tax | | Measure - not all taxes are based on revenue (ounces, guns, etc.) to determine the taxable amount |
| SH - T - 3.23 | Joe / Jackie | Rate is defined in platform for **each** tax type | Platform has rate built in for filing return | Tax | | |
| SH - T - 3.24 | Shoreline, Everett, Renton, Kent | Ability to track business revenue cumulatively and calculate tax as zero until $500,000 threshold is met | FL still calculates tax city specific, regardless of threshold; creates confusion for taxpayers | Tax | Yes | Partial agreement, but needs to be unpacked. |
| SH - T - 3.25 | Jenni/ Danielle | Taxpayer knows what needs to be paid, and what to pay. Platform logic that knows and prompts TP on actions needing attention | Platform identifies what is needed: e.g. tax filing period, fees/taxes due, or if multiple tax returns are due. | Tax | | Not intuitive on the tax side; user must select form (confusing & odd key strokes) |
| SH - T - 3.26 | Jenni/ Danielle | Amendment tax returns remain by mail / paper | Amended returns would cause problem (Tacoma only) | Tax | | |
| SH - T - 3.27 | Tacoma, Bellevue, Kent, Renton | "File a Tax Form" is more intuitive and straightforward for taxpayer | Currently, it is difficult and confusing. TP has to choose from a selection of all return types and periods. Then a call goes out to confirm if it matches what we have on record. Need to load what is available instead. | Tax | | |
| SH - T - 3.28 | Jenni/ Danielle | Taxpayer is prompted with the appropriate tax form to file a return | Tax form setup - TP should not have to do this. | Tax | | |

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| SH - P - 4.01 | All Cities | Taxpayer payments submitted and completed in real-time | Very manual process to get payments in. Batch file from FL to Praxis, manual process to go into each batch, approve it, and apply it to the account. If errors are present, transactions have to be reconciled (e.g. late fees), then corrected before approving batch | Payment | Yes | |
| SH - P - 4.02 | Seattle, Renton | Ability / option to pay outstanding balance in FL (e.g. delinquencies) | N/A | Payment | Yes | |
| SH - P - 4.02 | All Cities | Ability to pay FL fee per city | $4 applies to all payments made by city | Payment | Yes | |
| SH - P - 4.03 | All Cities | Taxpayer payments submitted and completed in real-time | eliminate manual process logging into KUBRA. ACH creates delay with bank 3-10 days. Have to create a journal entry on payment / split the batch | Payment | Yes | |
| SH - P - 4.04 | All Cities (Basic Requirement) | Secured and Verified Payment Processor | The platform must provide a secure industry standard method of payment through a contracted payment vendor or internal to the platform vendor | Payment | Yes | |
| SH - P - 4.05 | All Cities (Basic Requirement) | Have options to pay with different methods | The platform must offer ACH debit, debit card, or credit card payment methods | Payment | Yes | |
| SH - P - 4.06 | All Cities (Basic Requirement) | Schedule future payments | The platform offers real-time payment or scheduled future payment up to the due date | Payment | Yes | |
| SH - P - 4.07 | All Cities (Basic Requirement) | Authentication and Authorization Security | The payment portal must have authentication & authorization security | Payment | Yes | |
| SH - P - 4.08 | All Cities (Basic Requirement) | Avoid double payments | The platform will prevent duplicate / double payments | Payment | Yes | |
| SH - P - 4.09 | All Cities (Basic Requirement) | Get an email of the receipt confirming payment, and details of what I paid for | The platform will confirm the payment was submitted and confirmed with a receipt | Payment | Yes | |
| SH - P - 4.10 | All Cities (Basic Requirement) | A second chance to pay if an error occurs with the first payment | Portal offers the option to pay online if the 1st payment fails | Payment | Yes | |
| SH - P - 4.11 | All Cities (Basic Requirement) | One vendor | The Software vendor must be the payment processor or own and manage the relationship with the payment vendor | Payment | Yes | |
| SH - P - 4.12 | Seattle, Renton | Ability / option to pay outstanding balance in FL (e.g. delinquencies) | N/A | Payment | Yes | |
| SH - P - 4.13 | Des Moines, Bellevue, Shoreline, Tacoma | Ability to inform user "payment submitted" when taxpayer submits payment information | Confirmation receipt via secure message; mistake proof to avoid duplicate payments | Payment | Yes | |
| SH - P - 4.14 | Renton, Tacoma | Ability to pay balance due in FL without filing a return | (e.g. for outstanding taxes due) | Payment | Yes | |
| SH - P - 4.15 | Tacoma, Bellevue, Kent, Renton | Ability to prompt / inform user of amounts due or owed in FL | Communicate to user "You have a balance due / refund due" | Payment | Yes | Bellevue reconciles both Kubra and Chase Bank. Possible to consolidate into 1? |
| SH - P - 4.16 | Bellevue, Auburn | Payment reconciliation reports. Show paid amounts vs. received by the city, NSF, and variance, etc. | Current report subtracts NSF's from cash deposits. We have to combine several reports to reconcile daily cash | Payment | Yes | |
| SH - P - 4.17 | Des Moines, Bellevue, Shoreline, Tacoma | Taxpayer is notified of rejected payment | City receives batch file on rejected payments for cash reconciliation of balances. City also receives secure message from FL on rejected payments. City notifies taxpayer, then taxpayer may pay by phone or by mail | Payment | Yes | Future work Des Moines: city is implementing a financial portal on its city website to handle all rejected payments & offline renewals. Unclear how Praxis & FL would track payment |
| SH - P - 4.18 | | Ability to have option to flag account for delinquencies gone to collections | Once return is filed, taxes must be paid including penalties & interest | Payment | | In Everett, users can't pay for tax assessments. |
| SH - P - 4.19 | Renton, Tacoma, Kent, Des Moines | Platform must communicate and validate payment transactions (two way) | More robust and transparent payment submission, notification of status, and verification of payment | Payment | Yes | |
| SH - P - 4.20 | Renton, Tacoma, Kent, Des Moines, Everett | Platform must export reliable data package in support of daily reconciliation | City requires error free data transferal for balance reconciliation | Payment | Yes | |
| SH - P - 4.21 | Renton, Tacoma, Kent, Des Moines | Platform must clearly show outstanding balances owed by taxpayer | System should prompt user on outstanding fees or return balances | Payment | Yes | |
| SH - P - 4.22 | Renton, Tacoma | Ability for users to pay delinquent electronically | Payment must be currently mailed in | Payment | Yes | |
| SH - P - 4.23 | Seattle, Tacoma, Bellevue, Everett | Automated ability to reconcile transactions | Batch process leads to delays and errors. Manual process. Payment reconciliation is done separately. FL works with KUBRA to accept cash. Deposits are. 2 processes need to be integrated. Now they are made without matching it with the payment information. Deposits from FL not accepted same day | Payment | Yes | Would need to work with Treasury / budget for payment processing change. |
| SH - P - 4.24 | Shoreline, Everett, Renton, Kent | Taxpayer has option to repay online if the payment failed | FL does not currently allow taxpayers to repay dues; TP must mail in paper check | Payment | Yes | |
| SH - P - 4.25 | Jenni/ Danielle | Online payment returns "Payment Submitted" message and does not accept duplicate | Simplified payment screen needed: Message provided to prevent duplicate payments; cart lock issue | Payment | | Cartlock issue still a problem |
| SH - P - 4.26 | Jenni/ Danielle | Previous payment information is stored and can be pre-populated | Many errors attributed to data entry errors; | Payment | | |
| SH - P - 4.27 | Seattle, Tacoma, Bellevue, Auburn | Taxpayers can enter a future payment date instead of same day | Facilitates more payment flexibility for taxpayers | Payment | Yes | |
| SH - P - 4.28 | Jenni/ Danielle | Ability for system to allow "quick pay" option | There is currently no 'quick pay' option. The account must be completely set up and linked. | Payment | | |
| SH - P - 4.29 | Jenni/ Danielle | Ability for taxpayer to re-print receipt | Currently, unable to perform this function | Payment | | |
| SH - P - 4.30 | Tacoma, Seattle, Renton, Shorelin | Clear and easy cart function and payment screen that is user friendly and error free | Cart is confusing. It has several screens before getting to the payment screen. The itemized screen has several lines and options, it's not straight forward. Originator ID causes return payments. The explanation comes in a separate email that is very long and sometimes comes after their first payment is already made. | Payment | Yes | |

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| SH - P - 4.31 | Jenni/ Danielle | Miscellaneous - print certificate | If license was paid outside of FL, the user does not understand how to get print certificate because the renewal doesn't update until 'continue' (renew) is clicked. | Payment | | |
| SH - P - 4.32 | Jenni/ Danielle | Miscellaneous - option to waive fees | Can't turn off the $4 user fee without agreement from all cities, Tacoma would like to not charge a user fee at all | Payment | | |
| SH - P - 4.33 | | Ability to submit a payment plan for the taxpayer | allow payment one offs and ensure the integration can handle it | Payment | | |
| SH - AM - 5.01 | All Cities (Basic Requirement) | Easily find what actions I need to take | Portal offers a simple and intuitive landing page with easy to find activities to choose from | Account Maintenance | Yes | |
| SH - AM - 5.02 | All Cities (Basic Requirement) | Message from the platform | Portal platform offers robust and capable secure messaging including group distribution lists | Account Maintenance | Yes | |
| SH - AM - 5.03 | All Cities (Basic Requirement) | See what I owe | Portal has a clear Landing Page with “Summary of Account” that displays recent and upcoming tax filings, due or filed dates, and amounts paid or due | Account Maintenance | Yes | |
| SH - AM - 5.04 | All Cities (Basic Requirement) | Reference a resource if I have questions | Portal provides updated FAQs and support resources for both cities and taxpayers | Account Maintenance | Yes | |
| SH - AM - 5.05 | All Cities (Basic Requirement) | Assist taxpayers more effectively if they have questions | Select city staff have read-only access and “mirroring” option for taxpayer problem troubleshooting | Account Maintenance | Yes | |
| SH - AM - 5.06 | Auburn, Bellevue | Ability to see "Account Summary Page" to provide taxpayer snapshot of status | Clarity of account status through the new platform | Account Maintenance | Yes | |
| SH - AM - 5.07 | Bellevue, Everett, Tacoma, Renton | Ability for user staff to view user account (read only permissions) / City admin permissions | See previous tax returns and their statuses (paid, due, filed); clarity on account #, business license #, registration #; record of paper returns / Ability to view a blank demo of screens businesses see to help with filing questions | Account Maintenance | Yes | |
| SH - AM - 5.08 | Bellevue, Everett, Des Moines, Everett, Tacoma | 2 party Account Closure - "Request to Close" submitted to city, then verified before closure | Two party account closure process / Ability to stop users from closing their account / Platform is notified | Account Maintenance | Yes | |
| SH - AM - 5.09 | Bellevue, Tacoma | Ability to update account information and edit | N/A | Account Maintenance | Yes | |
| SH - AM - 5.10 | Bellevue,Des Moines, Auburn, Renton, Seattle, Everett, Renton, Tacoma | Ability to communicate with other cities and businesses via secure messaging | Robust and capable so that it's used. Group distribution list functionality. Contact info email & account # provided | Account Maintenance | Yes | |
| SH - AM - 5.11 | Des Moines, Bellevue, Shoreline, Tacoma | Ability to run different types of formatted reports and queries | Segment "in city" & "out of city"; queries / reports for all in city businesses with active renewals; segment of population with data fields. Reports are formatted | Account Maintenance | Yes | |
| SH - AM - 5.12 | Des Moines, Bellevue, Shoreline, Tacoma | Seamless FL import functionality | Currently many issues with importing renewal files / not accepting UBI data FL should notify city SOR of user account updates / Platform sends notifications error free based upon correct logic / account information | Account Maintenance | Yes | |
| SH - AM - 5.13 | Renton, Tacoma | Ability for city to have "read only" access / permission in live environment | Facilitates resolving issues & providing more flexibility for taxpayers | Account Maintenance | Yes | |
| SH - AM - 5.14 | Joe / Jackie | Centralized support help desk - SLA for open ticket resolution | Confusion on problem resolution / calls to FL / calls to cities | Account Maintenance | | |
| SH - AM - 5.15 | Bellevue,Des Moines, Auburn, Renton, Seattle, Everett, Renton, Tacoma | User friendly FAQs that solve real problems for users | Current FAQs are not used / nor helpful | Account Maintenance | Yes | FAQs need overhaul / FL FAQs need to be updated by FL staff (e.g. April) |
| SH - AM - 5.16 | Tacoma, Bellevue, Kent, Renton | Ability for taxpayers to notify city to close an account | Safeguard from closing an account, and opening another. | Account Maintenance | Yes | |
| SH - AM - 5.17 | Jenni/ Danielle | Miscellaneous - system downtime | Website errors out after a couple of minutes - in production & test client. | Account Maintenance | | |
| SH - AM - 5.18 | Jenni/ Danielle | Miscellaneous - user access / password reset | Password reset relies on staff and when we reset it, we have to manually give their temporary password. Users can only change it if they know the current password. | Account Maintenance | | |
| SH - AM - 5.19 | Jenni/ Danielle | Miscellaneous - Activity center admin function | COT staff can't tell what the TP sees in Activity Center (expiration dates, status, etc.). | Account Maintenance | | |
| SH - AM - 5.20 | Tacoma, Everett | Platform allows simple and easy navigation to find saved entries / user experience clarity | If TP has work in progress and doesn't and returns to try to do the process again, their options are missing. It doesn't tell them to return to work in progress. | Account Maintenance | Yes | |
| SH - AM - 5.21 | Shoreline, Everett, Renton, Kent | Miscellaneous - user experience | Activity center action buttons and statuses are confusing. | Account Maintenance | | |
| SH - AM - 5.22 | Tacoma | Miscellaneous - user experience | Activity center has a "pay Now" column on the left but it doesn't do anything. | Account Maintenance | | |
| SH - S - 7.15 | Seattle | Ability to automate the certificate management | Server authentication certificate / client authentication certificate. Currently use only 1 certificate and not 2 | Solution / System | | manually managed by cities for many certificates. FL has 6 certificates for Seattle. |
| SH - S - 7.16 | Seattle, Tacoma, Bellevue | Ability to mitigate internet / system outages | Current FL system "fails open" instead of "failing closed." Doesn't stop user when it should. | Solution / System | Yes | When internet goes down, how does platform deal with that environment (web service call). Can lead to incorrect payment amounts. Handle new renewal info in real-time. Automatic failure resolution, re-try automatically and not open a CR / ticket. |
| SH - S - 7.17 | Seattle, Tacoma, Bellevue | Seamless deployment to QA / production | System should not be affected. Avg. downtime currently 4-5 hours. Should be no downtime for updates | Solution / System | Yes | Other system contingencies with SLIM - how can the batch process be mitigated? |

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| SH - S - 7.18 | Jenni / Danielle | Renewal UI and back end process simple & intuitive | City has to push renewals to portal; sometimes doesn't work. Screens not well formatted: multiple entries displayed (unsure which to click on). Confusion when calendar changes (won't print pdfs until specific date). | Solution / System | | |
| SH - S - 7.19 | Jenni / Danielle | Identical inbound / outbound mapping integration (also same tags) | Information / updates from one system not updating the other / vice versa. | Solution / System | | |
| SH - S - 7.20 | Seattle, Des Moines, Auburn | Platform allows simple requiring easy navigation for saved entries | Issues with the batch not downloading requiring manual downloading from IT. | Solution / System | Yes | |
| SH - S - 7.21 | Renton, Kent, Everett | SLA for tech support and access to IT staff | lack of continuity and getting support when needed | Solution / System | Yes | |
| SH - FL - 1.01 | FileLocal Agency | Portal must offer Multi Factor Authentication (MFA) | Security & Access | | | |
| SH - FL - 1.02 | FileLocal Agency | Portal offers Customer Satisfaction Surveys (e.g. Thumb up/down, Star rating, Smiley face) | Quality of Service | | | |
| SH - FL - 1.03 | FileLocal Agency | Portal systematically captures taxpayer feedback and experience | Quality of Service | | | |
| SH - FL - 1.04 | FileLocal Agency | Portal offers surveys to capture admin experience | Quality of Service | | | |
| SH - FL - 1.05 | FileLocal Agency | Portal may be translated into multiple languages including forms | User Experience | | | |
| SH - FL - 1.06 | FileLocal Agency | Portal must possess internal payment processor or offer payment processing through a sub-contractor that meets highest security standards | Payment Processing | | | |
| SH - FL - 1.07 | FileLocal Agency | Portal has training materials available for both City Administrators and Taxpayers (e.g. training library) | Training | | | |
| SH - FL - 1.08 | FileLocal Agency | Portal has simple interface to update FAQs and updates to website | Ease of use | | | |
| SH - FL - 1.09 | FileLocal Agency | Not requiring HTML or costly Change Requests (CRs) to edit line of text | Ease of use | | | |
| SH - FL - 1.10 | FileLocal Agency | Portal has technical support for taxpayers and internal City staff (IT to IT) | Technical Support | | | |
| SH - FL - 1.11 | FileLocal Agency | Portal provides reporting on server availability including page rendering (how long, status) | Reliability | | | |
| SH - FL - 1.12 | FileLocal Agency | Portal has site analytics (Google) capabilities through a real-time dashboard | Reliability | | | |
| SH - FL - 1.13 | FileLocal Agency | Portal offers analytics to measure transactions by volume and type | Reliability | | | |
| SH - FL - 1.14 | FileLocal Agency | Vendor supports a cost model incentivizing growth in exchange for reduced overall cost for member cities | Onboarding | | | |
| SH - FL - 1.15 | FileLocal Agency | Cost model that encourages growth,  when new city is added, cost for existing cities go down | | | | |
| SH - FL - 1.16 | FileLocal Agency | Consistent price for onboarding new city | | | | |
| SH - FL - 1.17 | FileLocal Agency | Consistent Exit process and price | | | | |
| SH - FL - 1.18 | FileLocal Agency | Portal would support Content Management System (CMS) for Agency to generating content with support from vendor | Ease of use | | | |
| SH - FL - 1.19 | FileLocal Agency | Front end CMS offering Word Press, Drupal front end to the platform. Agency could develop content with assistance | | | | |
| SH - FL - 1.20 | FileLocal Agency | Trainings, guides, FAQs, Other pages that are available | | | | |
| SH - FL - 1.21 | FileLocal Agency | One stop shop | | | | |
| SH - FL - 1.22 | FileLocal Agency | The Portal must be able to handle multiple cities, Systems of Record (SORs), and different backend integrations | Technical Solution | | | |
| SH - FL - 1.23 | FileLocal Agency | The Portal and its tax support can distinguish between multiple cities, taxes, and varying needs via a Chatbot or Automated system. (Tax question for Renton / Tacoma. Which city? Which tax) | Ease of use | | | |
| SH - FL - 1.24 | FileLocal Agency | The Portal can accommodate Agency needs such as site branding | Ease of use | | | |
| SH - FL - 1.25 | FileLocal Agency | The platform has a defined change process for: | Change Process | | | |
| | | Approvals including tools offered for new taxes and licenses | | | | |
| | | FL agency support | | | | |
| | | Tools provided vs. paying extra fees | | | | |
| | | Cities onboarding and cities exiting | | | | |
| | | New Staff to be trained (e.g. online training course, conducting regular trainings) | | | | |
| | | Rate changes (calculations) | | | | |
| SH - FL - 1.26 | FileLocal Agency | There is a clear plan for platform updates, upgrades, and hot fixes that minimize operating downtime | System Updates | | | |
| SH-AC-1.21 | All Cities (Basic Requirement) | Create and manage my account | User can maintain forms filed online and setup City tax accounts | Account Creation | Yes | |