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Online Applications for Commercial Professions Improves Processing Times by 45%

The Corporations, Securities & Commercial Licensing (CSCL) Bureau, Licensing Division, has provided the option to apply online for more than seven years to individual cosmetology and barber applicants. The Division has expanded the online application option to include individual residential builders and builder salesperson licenses. Throughout 2014 and into 2015, the Division has increased the total to nine professions that can file online applications for licensure.

Faster Response: Applicants receive license 45% faster.

Reduction in Paper: Online applications reduce the number of mailed in applications.

Reduced Backlog: Went from a 12 day average processing time to seven days, a 47% reduction.

Residential builders and builder salespersons are the first of many license types slated to have an online option for a new individual applicant. Approximately 40 percent of individual builder licensees make use of the online renewal function, meaning the Division anticipates receiving approximately 700 online applications for residential builder and builder salespersons during the next fiscal year. From 2014 to 2015, the Division has seen a reduction in processing time for builders from an average of 12 days to an average of seven, a 42 percent reduction in wait time for applicants to receive licenses.

One benefit of applying online is applicants can pay by credit card; mailed applications must include a check or money order. Additionally, transmission of the data from the online application into the Licensing database is instantaneous; the moment the payment for an online application is complete, the Division has the ability to start reviewing the application. This is an advantage over mailing a paper application which requires 3 – 4 days of postal transport, and an additional 7 – 10 business days of processing time for centralized mail intake, processing the payment through cashing, and data entry into the licensing database.

The result? The online application process saves an applicant days of processing time, allowing the nine professions to receive their license, on average, 45 percent sooner.

Further, the online applicant has the ability to log into the system at any time to track the progress of their application. Professional engineers who have used this feature were surprised to find their licenses were issued within a week of submitting their application online.

Profession	Days 2014	Days 2015	Days Faster	% Faster
Accountants	12	10	2	17%
Appraisers	11	8	3	27%
Architect	27	20	7	26%
UCC	5	2	3	60%
Barber	13	7	6	46%
Builder	12	7	5	42%
Cosmetologist	32	16	16	50%
Surveyor	175	44	131	75%
Engineer	54	22	32	59%
			Overall Avg	45%

45%
Faster License Processing Time