



Reinventing Performance in Michigan



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Corporations Division Promotes Online Filing; cut mail delay by 45 days

In July 2014, the Corporations, Securities & Commercial Licensing Bureau, Corporations Division not only eliminated its 45-day mailing delay, but accelerated mail deployment by two weeks.

Faster Response: 45-day mailing delay eliminated.

Reduction in Paper: 54% increase in online filing; 35,109 fewer reports filed by hand.

Customers who Benefit: Corporations and LLCs.

In the past, quality control was a substantial barrier. By utilizing a quality control template, Corporations Division was able to significantly reduce the overwhelming volume of "return to sender" mailings coming back to the office and reduce the amount of DTMB trackers; ultimately, customers now receive their notices on time enabling them to confidently operate in compliance.

Beginning in June 2014, the Corporations, Securities & Commercial Licensing Bureau, Corporations Division started including bright colored inserts with report and statement mailings to corporations and limited liability companies. The purpose of the inserts was to make customers aware of the online filing option, FILEOnline, to file their reports or statements. Online filing is quick, convenient, and saves time and expense involved in review and handling of paper reports and statements.

From June 1, 2013 to March 13, 2014, a total of 119,607 reports and statements were filed online. Since the use of the insert beginning June 2014, for the same time period 2014/2015, a total of 184,183 statements and reports have been filed online. That is a 54 percent increase, which equates to 35,019 fewer reports and statements that the division had to review and enter by hand.

In addition, continued use of the accelerated print and mailing schedule that was detailed in a previous RPM success story has resulted in 245,871 reports and statements filed to date in 2015, versus 211,540 for the same time last year -- a 16 percent increase.

This serves as another great example of how we are constantly reinvent the way we do business to provide greater service to our customers.



54%
Increase in Online Filings