**Proposed Amendments:**
WAC 230-05-001 Prorating or refunding of fees.
WAC 230-05-010 Returned ~~checks~~ payments.
WAC 230-06-140 Partial refund of license fees if gambling receipts limit not met.

**March 2015 – Final Action**
**February 2015 – No Study Session**
**January 2015 - Up for Discussion and Possible Filing**
**December 2014 - No Meeting**
**November 2014 - Study Session**

| ITEM 3 (a-c): March 2015 Commission Meeting Agenda. | Statutory Authority 9.46.070 |
|---|---|

**Who proposed the rule change?**

Staff.

**Proposed Change**

The proposed changes allow us to retain our processing costs for the following refunds:

- Overpayments; and
- Duplicate payments; and
- Prior year refunds (refunding the difference between the fees the licensee paid the previous year and the fees for the license class level actually met.)

The proposed change removes the specific amount of $30 for returned checks and instead allows us to recover our actual processing costs for all returned payments.

**History of Rule**

**Refunds:**
WAC 230-05-001(4): This rule allows us to retain a portion of the license fees to offset our costs for processing and investigating applications that are denied, voluntarily withdrawn, and administratively closed.

WAC 230-05-001(5) and WAC 230-06-140(2): When licensees operate at a license class lower than their license, they can request a refund of the difference between the license class they operated at and the fee they paid.

**Returned Payments:**
WAC 230-05-010: In 1990, this rule allowed us to collect $15 to process a nonsufficient fund check as payment of fees. In July 2005, the rule was amended to increase the fee to $30, which is what the fee is currently.

**Impact of the Proposed Change**

**Refunds:**
We issue refunds for the following reasons: prorated license fees, license limits not met, applications withdrawn or administratively closed, overpayment or duplicate payment, and refunding fees placed on deposit to complete an investigation or review.

The number and amount of refunds issued each year for overpayments, duplicate payments and license limits not met the previous year is summarized below:

| Year | Total Refunds Issued | Total Refunded |
|---|---|---|
| 2010 | 367 | $167,482 |
| 2011 | 275 | $113,044 |
| 2012 | 193 | $78,314 |
| 2013 | 206 | $70,483 |
| 2014 (thru Nov. 30) | 228 | $82,585 |

It takes staff time to process each of these refunds. Currently, licensees do not pay our processing costs for issuing refunds when license limits are not met, for refunding overpayments or duplicate payments.

**Returned Payments:**
The number of returned payments are increasing. The following is a breakdown of the returned payments received in the last few years:

| Licensee | 2012 | 2013 | 2014 (thru Oct. 31) |
|---|---|---|---|
| Individuals | 49 | 31 | 33 |
| Organizations | 10 | 14 | 21 |
| **Total** | **59** | **44** | **54** |

Returned payments have increased because licensees are not entering their account and/or routing number correctly when paying online. Our online payment page includes a note about the importance of correctly inputting banking information and we also ask them to input banking information twice to catch any inputting errors.

This rule change will allow us to recoup our actual processing costs for all returned payments without additional rule changes. We will post our processing costs on our website and update the information as it changes.

**A Small Business Economic Impact Statement** is not required for each rule change because the rules impose less than minor costs based on staff's analysis.

| Regulatory Concerns |
|---|
| None. |
| Resource Impacts |
| No additional work for staff will be required with this rules proposal. The agency will be able to recoup the costs for processing refunds and returned payments.<br><br>The amount of our processing costs would have been approximately $6,000 for January through November 30, 2014. |
| Policy Consideration |
| None. |
| Statements Supporting the Proposed Rule Change |
| None. |
| Statements Opposing the Proposed Rule Change |
| None. |

| Licensees/Stakeholders Directly Impacted By the Change |
| --- |
| All commercial, charitable and nonprofit, and individual licensees. |
| Staff Recommendation |
| Adoption. |
| Proposed Effective Date for Rule Change |
| Staff requests an effective date of 31 days from filing since we are not recouping our costs from processing overpayment, duplicate payment, and refunds for license limit not met the previous year or in processing the increasing number of returned payments. |

**Amended Sections:**

**WAC 230-05-001 Prorating or refunding of fees.**

(1) We may prorate organization license fees when we adjust expiration dates to schedule our workload.

(2) We may adjust expiration dates to end on the same day for organizations licensed for more than one activity. Whenever we adjust license expiration dates under this provision, we may prorate the required fees.

(3) We will not prorate or refund fees when:

(a) You discontinue your gambling activities; or

(b) You voluntarily surrender your license or permit; or

(c) We suspend or revoke your license.

(4) We keep a portion of your application or license fees ((~~whether we~~)) for processing costs when:

a) We deny or administratively close your application; or

b) You withdraw ((~~it~~)) your application; or

c) You overpaid us; or

d) We received duplicate license fees.

(5) If you are a commercial stimulant or a charitable or nonprofit licensee, you have one year from your license expiration to apply for a partial refund of your license fee if your annual gross gambling receipts are less than the minimum for your license class. After our approval, we refund you the difference between the fees you paid and the fees for the license class level you actually met less our processing costs.

**WAC 230-05-010 Returned ((~~checks~~)) payments.**

(1) If your bank returns your ((~~check~~)) payment for license fees to us for any reason, you must:

(a) Pay us in full, by certified check, money order, or cash, within five days of notification; and

(b) ((~~Pay an additional~~)) Reimburse our processing ((~~charge of thirty dollars~~)) costs, which would include, but not be limited to, time spent notifying you and seeking payment.

(2) If you fail to pay within five days of notification:

(a) We will administratively close your application; or

(b) Your license expires and all gambling activity must stop.

(3) If we administratively close your application or your license expires, you must give us a new application with fees paid by certified check, money order, or cash in order to be considered for a license.

**WAC 230-06-140 Partial refund of license fees if gambling receipts limit not met.**

(1) Licensees may apply for a partial refund of their license fee when their annual gross gambling receipts are less than the minimum for the class of license we issued to them.

(2) Licensees may receive a refund for the difference between the fees actually paid and the fees that would normally apply to the level of gross gambling receipts actually received during the period less our processing costs.

(3) Licensees may make their request for refund after the end of any annual license period and before the end of the next annual license period.

**Proposed New Rule:**
WAC 230-06-124 Online filing and payments required with waivers available upon request for good cause.

**Proposed Amendment:**
WAC 230-06-125 Renew your license in a timely manner.

**March 2015 – Final Action**
**February 2015 – No Study Session**
**January 2015 - Up for Discussion and Possible Filing**
**December 2014 - No Meeting**
**November 2014 - Study Session**

| ITEM 4 (a-b): March 2015 Commission Meeting Agenda. | Statutory Authority 9.46.070 |
|---|---|

**Who proposed the rule change?**

Staff.

**Proposed Change**

The proposed changes would require all licensees to complete the following online:

- License renewals; and
- Activity reports.

Licensed organizations may request a waiver for good cause from online renewal and activity reporting. A waiver for good cause would include:

- Not having access to the internet using their own computer or similar equipment; or
- Not having a bank account; or
- The licensee's bank is unable to send electronic fund transactions; or
- Some other circumstance or condition that prevents completing these transactions online.

Licensed individuals may request a waiver for good cause from online renewal. A waiver for good cause would include:

- Not having access to the internet using their own computer or similar equipment; or
- Not having a bank account *or credit card*; or
- The licensee's bank is unable to send electronic fund transactions; or
- Some other circumstance or condition that prevents completing these transactions online.

The Department of Revenue (DOR) requires businesses that file monthly and quarterly reports to report online. They provide businesses that are not able to report online a waiver. Our proposed language is similar to the language DOR uses.

Attachments:

- Stakeholder notification letter and Frequently Asked Questions about My Account and Online Processes e-mailed and mailed to all commercial and nonprofit licensees on November 7, 2014.
- Responses from licensees – see attached.

**History of Rule**

**License Renewals:**
Licensees are required to submit their renewal application and fees to us 15 days prior to the expiration of the license. This allows us time to process the application and mail the license back to them before their license expires.

**Activity Reporting:**
We have approximately eleven rules in Title 230 WAC that require licensees to submit to us a summary of their gambling activity. The reporting period depends upon the gambling activity. Most licensees must report semi-annually, but we do receive quarterly and annual reports as well. The activity reports are due no later than 30 days following the end of the reporting period.

Impact of the Proposed Change

**License Renewals:**

| Type of Licensee | Total as of 10/31/2014 | Percentage Renewing Online in 2014 |
|---|---|---|
| Commercial | 1,933 | 62% |
| Individual | 5,593 | 60% |
| Nonprofit | 1,464 | Available 11/1/2014 |

Commercial licensees have been able to renew online through My Account since August 15, 2013, individual licensees since June 2010, and nonprofit licensees since November 1, 2014.

Online renewals would eliminate the printing, stuffing and mailing of over 7,600 renewal notices to licensees 45 days before their expiration date. This would be replaced with auto-generated email renewal notices and reminders. If 90% of all licensees renewed online, we estimate the annual cost savings to the agency would be over $50,000 in mailing, paper and labor costs.

In addition, we would no longer have to process each of these applications and checks received through the mail. We would significantly reduce staff time spent processing, data entering receipt of the funds and applications into our data base, filing and storing the application, and printing and mailing the license. The information from the renewal applications completed online would be automatically uploaded into our database. Licensees would print their own licenses.

**Activity Reporting:**
In January 2012, we began accepting activity reports online. As of September 25, 2014, about 82% of the required reports or 1,273 of the 1,652 reports due by July 30, 2014, were received online.

We estimate a savings of over $4,000 if 90% of licensees submitted their activity reports online. This cost savings would result from reduction of paper and mailing costs as well as labor costs. Currently, we email notices to those licensees that consistently submit online. We mail out reports to those that submitted on paper the previous reporting period.

When licensees file online, the data is automatically uploaded into our database, thereby eliminating the data entry, filing and storage of the paper reports.

**A Small Business Economic Impact Statement** was not prepared because the rule change does not impose additional costs to licensees. Licensees could get a waiver and would not have to comply with this rule.

Regulatory Concerns

None.

Resource Impacts

These two proposals will save the agency over $54,000 or about .54 FTE if 90% of the licensees participated.

| |
|---|
| We accept credit cards as a form of payment from individual licensees for their renewals, which are $167. We pay a 2.5% transaction fee. In calendar year 2013, we paid $4,127.94 for credit card transaction fees (38% of all individual renewals were paid with a credit card.) We have paid $2,445.78 through November 2014 (35% of all individual renewals were paid with a credit card.) We would anticipate our costs to increase slightly if individuals were required to pay online.<br><br>We expect to do a great deal of outreach to licensees to educate them about the changes of this rules package prior to implementation. The outreach would include having licensees seek waivers prior to implementation.<br><br>Once implemented, new applicants would be notified during the application process so there would be no continued outreach needed after implementation. |
| Policy Consideration |
| None. |
| Statements Supporting the Proposed Rule Change |
| 15 licensees support the rule change. |
| Statements Opposing the Proposed Rule Change |
| 20 licensees oppose the rule change. |
| Licensees/Stakeholders Directly Impacted By the Change |
| All commercial, charitable and nonprofit, and individual licensees. Class III gaming employees will not be impacted. |
| Staff Recommendation |
| Adoption. |
| Proposed Effective Date for Rule Change |
| Staff requests an effective date of July 1, 2015. This will allow staff to educate all licensees of the changes and collect waivers prior to the implementation. |

**New Section:**

**WAC 230-06-124 Online filing and payments required with waivers available upon request for good cause.**

(1) All licensees must submit the following online:
   (a) Renewal application and fees, as referenced in this Title 230 WAC; and
   (b) Activity reports, as referenced in Title 230 WAC.

(2) We may waive these requirements if a licensed organization can show good cause. The reasons for good cause include:
   (a) You do not have access to the internet using your own computer or similar equipment; or
   (b) You do not have a bank account; or
   (c) Your bank is unable to send electronic fund transactions; or
   (d) Some other circumstance or condition exists that, in our judgment, prevents you from submitting online.

(3) We may waive these requirements if a licensed individual can show good cause. The reasons for good cause include:
   (a) You do not have access to the internet using your own computer or similar equipment; or
   (b) You do not have a bank account or credit card; or
   (c) Your bank is unable to send electronic fund transactions; or
   (d) Some other circumstance or condition exists that, in our judgment, prevents you from submitting online.

(4) You must request a waiver, in writing, no later than 60 days before your activity report due date or license expiration date. A waiver will cover both subsections (1)(a) and (b) above.

**Amendatory Section:**

**WAC 230-06-125 Renew your license in a timely manner.**

(1) You must renew online, unless you have received a waiver, as outlined in WAC 230-06-124 and allow for enough time to:

a) Print the license prior to midnight before the license expires; or

b) Have us print the license and mail it to you so you receive it before your license expires.

(2) If you have a waiver and are not renewing your license online, you ((~~Licensees~~)) must ensure a properly completed renewal application and all applicable fees are received at our administrative office in Lacey at least fifteen days before the expiration date on ((~~their~~)) the license.

((~~(2)~~)) (3) If licensees do not submit a properly completed application and all fees and their license expires, they must immediately stop the gambling activity covered by their license.

((~~(3)~~)) (4) If your license expires, you must submit an application and you must not operate any gambling activity until a new license is issued.

**STATE OF WASHINGTON**
GAMBLING COMMISSION
***"Protect the Public by Ensuring that Gambling is Legal and Honest"***

November 4, 2014

TO: All Licensees

FROM: Tina Griffin, Assistant Director Licensing Operations Division

SUBJECT: **Notice of Proposed Rule Changes Filing all Renewals, 2nd Half-Payments, and Activity Reports Online**

The Washington State Gambling Commission has entered into the initial stage of rule making for a few new and existing rules. These rules would:

- Require all licensees to renew their licenses and file their activity reports online unless they can show good cause why they should be granted a waiver from this requirement; and
- Require all participants in the two-part payment plan to renew online and pay their second payment online.

We currently have over 80% of our licensees reporting their gambling activity online. Enclosed is "Frequently Asked Questions about My Account and Online Processes", which you may find helpful.

The rules will be discussed at the Study Session at the November 14, 2014, commission meeting. The Study Session will begin at 9 a.m. The meeting will be held at the Comfort Inn Conference Center, 1620 74th Avenue S.W., Tumwater, Washington 98501.

We are interested in hearing from you. You can submit your comments **by December 15, 2014**, on these rule changes as follows:

Online at https://www.surveymonkey.com/s/WSGC-Org-Feedback

| Mail: | E-mail: | FAX: |
|---|---|---|
| Tina Griffin<br>Gambling Commission<br>P.O. Box 42400<br>Olympia, WA 98504-2400 | Tina.Griffin@wsgc.wa.gov | (360) 486-3629 |

For questions, please feel free to contact me at my e-mail address listed above or at (360) 486-3546.

**Amended Sections:**

**WAC 230-05-015 Two-part payment plan for licenses ((~~fees~~)) – online filing required.**

(1) If you are renewing an annual license or applying for an additional license, you may pay the license fee in two payments if:

(a) You elect to participate; and

(b) The license fee is at least eight hundred dollars; and

(c) You renew your annual license online and pay your second-half payment online;

(d) Within the last three license years:

(i) Your license has not lapsed pursuant to subsection (2)(b) below; and

(ii) You have not had a returned check or electronic fund transaction.

(e) You pay an administrative processing fee as set out in WAC 230-05-020 or 230-05-030, plus one-half of the annual license fee at the time of application or renewal.

(2) We issue licenses under the two-part payment plan with an expiration date of not more than one year and a second-half payment due date.

(a) If we receive your second-half payment on or before the due date, the license will remain in effect until the expiration date.

(b) If you do not submit the second-half payment on or before the due date, the license expires and gambling activities must stop. You must pay us the second-half payment regardless if you stop operating the gambling activity, close your business, surrender your license, or your license is revoked. If you do not pay the second-half payment, we may take action against other licenses you hold or refer the debt to collections, or both.

**WAC 230-06-125 Renew your license in a timely manner.**

(1) You must renew online, unless you have received a waiver, as outlined in WAC 230-XXX and allow for enough time to:

a) Print the license prior to midnight before the license expires; or

b) Have us print the license and mail it to you so you receive it before your license expires.

(2) If you have a waiver and are not renewing your license online, you ((~~Licensees~~)) must ensure a properly completed renewal application and all applicable fees are received at our administrative office in Lacey at least fifteen days before the expiration date on ((~~their~~)) the license.

((~~(2)~~)) (3) If licensees do not submit a properly completed application and all fees and their license expires, they must immediately stop the gambling activity covered by their license.

((~~(3)~~)) (4) If your license expires, you must submit an application and you must not operate any gambling activity until a new license is issued.

**New Section:**

**WAC 230-06-XXX Online filing and payments required with waivers available upon request for good cause.**

(1) All licensees must submit the following online:

(a) Renewal application and fees, as referenced in this Title 230 WAC and

(b) Activity reports, as referenced in Title 230 WAC.

(2) We may waive these requirements if you can show good cause. The reasons for good cause include:

(a) You do not have access to the internet using your own computer or similar equipment; or

(b) You do not have a bank account or credit card; or

(c) Your bank is unable to send electronic fund transactions; or

(d) Some other circumstance or condition exists that, in our judgment, prevents you from submitting online.

(3) You need to request, in writing, a waiver no later than 60 days prior to your activity report due date or license expiration date. A waiver will cover both subsections (1)(a) and (b) of this section.

# Frequently Asked Questions About My Account and Online Processes

1. ***How will I get my license renewal application?***

   We will send you reminders via email about 30 days before your license expires. You will need to update your email address in My Account to ensure you receive your notice. You can have multiple users for the same My Account. Each user can set up their own email address for notification. You could have multiple people for the same organization receiving renewal notices.

   The due date will also show on the calendar in My Account for your reference as well.

2. ***How can I pay online?***

   We accept electronic checks. You would go to My Account and fill out your renewal application. To submit the renewal application, you would input the routing number for your bank and account number along with your authorization for payment.

   Credit cards are only accepted for individual license renewals because of the processing costs for higher dollar transactions. We do not accept wire transfers.

   We are considering accepting bill pay transactions in the future. A bill pay transaction is when the payer initiates the payment of funds from their account and the funds are transferred immediately.

   If you are interested in having us pursue this method of payment, please contact Tina Griffin at Tina.Griffin@wsgc.wa.gov or at 360-486-3546.

3. ***What if I don't have a printer to print my own license once I renew online?***

   Part of renewing online is printing your own license at the completion of the transaction. If you don't have a printer, you will be able to have us print and mail your license. You will need to allow enough time prior to your expiration date for us to print and mail your license.

4. ***How will I be notified when my second-half payment is due?***

   We will send you an email reminding you to go to My Account and make your payment. The due date will also show on the calendar in My Account for your reference as well. You need to keep your email updated in My Account to ensure you receive notices.

5. ***What if my organization does not allow electronic check transactions?***

   We are considering making bill pay transactions available as an alternative. A bill pay transaction is when the payer initiates the payment of funds from their account and the

funds are transferred immediately. The difference is with an electronic check we pull the funds from your account once you initiate and approve the transaction through My Account.

If you are interested in having this type of payment option available, please contact Tina.Griffin@wsgc.wa.gov or at (360) 486-3546.

6. ***What if I want my accountant to file my activity report for me?***

With My Account, each organization can have multiple users with their own email addresses and log-ons. The licensee has to give each additional user access to set up their own log-on. If you need assistance, please contact us at (360) 486-3440 ext. 2331 and we will assist you.

7. ***What if I don't have my log-in information?***

You can renew you license, file your activity reports, and pay your second-half payment online right now in your My Account. If you are unable to locate your log-in information, or if you need assistance with your My Account, please contact us at (360) 486-3440 or (800) 345-2529.

# Summary of Feedback from Notice of Rulemaking Regarding Renewing and Reporting Online

(Includes stakeholders that submitted written correspondence)

| Name | Licensee | Comments | Position |
|---|---|---|---|
| Kathy Carr | Lucky Silver/Tacoma | Not computer literate | |
| Linda | Town Pub and Deli | No computer | Opposed |
| Carrie | Chinese Garden/Camas | No computer | No position |
| Kenneth Payne | VFW/Bellingham | No email | Opposed |
| Heather Denault | Lady of Lords | | Support |
| Diane | Wishkah Valley PTA | | Support |
| Gloria | Bar and Grill | | No position |
| David Tufts | Knights of Columbus/Bremerton | | Opposed |
| Diane | | Would still like to pay by check; files report online | Support |
| Vince Hong | Royal Beer Pub & Eatery | This would cut jobs. People need work. There is a threat of fraud by providing credit card information online. | Opposed |
| Ann O'Neal | Reggies/Port Angeles | | Opposed |
| Don Harris | H&H Distributing | No computer | Opposed |
| Robert Hancock | | Not comfortable paying online and is used to doing everything on paper | Support |
| Jan Martin | Tacoma Lanes | No credit card and limited access to internet | Opposed |
| Nicole | Billygan's Roadhouse | Already does everything online with us | Support |
| Dotty Tobin | Forest Grange | No computer or printer | Opposed |
| Jane Manninem | Poker Pete's/Kalama | No computer | Opposed |
| Rosie | Eagle Rock Resort | Good idea but not good for them – because of their location only has spotty satellite internet access | |

| Name | Licensee | Comments | Position |
|---|---|---|---|
| John Bailey | Pasco Lions Club | Their Chair changes every year and a Chair may not have a computer or internet access. | Support as long as there are waivers |
| Ken Hodge | Gaslight/Issaquah | | No comment |
| Shawn | South Tacoma Eagles | | No comment |
| Beth | Big Button Bar & Grill | No computer | Opposed |
| Theresa | Soos Creek PTA | State PTA does not allow for electronic fund transactions or credit cards | Opposed |
| Diane | Walk About Creek/Naches | No computer | Opposed |
| David Lustick | American Legion 91 | No computer | Opposed |
| Julia Huselton | Entiat Senior Citizens Club | No computer | Opposed |
| Carl Diana, CPA | Completes activity reports for various licensees | No computer | Opposed |
| Helen Carrell | Prosser Senior Citizens' Club | No computer | Opposed |
| Barry Maylor | Bear's Amusement Centers | No internet access | Opposed |
| Sue Hoover | Ronald McDonald Charities | Would like to use a bill pay function | |
| Mary Lee Hill | Pastime Bar | Does not pay bills online; would prefer paying by mail | Opposed |
| Sandi Severtsen | Highland Terrace Elementary | Not renewing their license because their raffle qualifies for unlicensed raffle | |
| Diane Carroll | Submits activity reports on behalf of licensees | Having trouble getting into the various My Accounts to submit on behalf of her clients | |
| Donna Dunning | Issaquah Auxiliary #3054 | Cannot pay online | |
| Shawn | FOE 2933 | | Opposed |
| Annie Jones | Cammegh Ltd | Inquiry regarding e-checks for out of country licensee | |

| | | | |
|---|---|---|---|
| Jeni Singer | Sunrise Elem PTA | No way to pay online | |
| RGA | | | Support |
| Kay Cunane | Maxwell House Rest./Spokane | No computer | Opposed |
| Wanda Myrof | Bowling Assoc./Pasco | Thought that they could do everything online | |

# View Summary

Filter Responses | Download Responses | Browse Responses »

## PAGE: ORGANIZATIONS FEEDBACK

1. Requiring all licensees to renew their licenses and file their activity reports online through My Account unless they can show good cause why they should be granted a waiver from this requirement.

| | Response Percent | Response Count |
|---|---|---|
| **Support** | **100.0%** | **8** |
| Oppose | 0.0% | 0 |
| | **answered question** | **8** |
| | **skipped question** | **1** |

## PAGE: ORGANIZATIONS FEEDBACK

2. I would apply for a waiver from renewing my license or filing my activity report online for the following good cause reasons:

| | Response Percent | Response Count |
|---|---|---|
| **I do not have access to the internet using my own computer or similar equipment** | 0.0% | 0 |
| **I do not have a bank account** | 0.0% | 0 |
| | 0.0% | 0 |
| | **answered question** | **1** |
| | **skipped question** | **8** |

2. I would apply for a waiver from renewing my license or filing my activity report online for the following good cause reasons:

| | | |
|---|---|---|
| **My bank is unable to send electronic fund transactions** | | |
| **Some other circumstance or condition exists that, in our judgment, prevents us from submitting online** | **100.0%** | **1** |
| | **answered question** | **1** |
| | **skipped question** | **8** |

## PAGE: ORGANIZATIONS FEEDBACK

3. Describe the other circumstance or condition that would prevent you from submitting your renewals and activity reports online.

| | | Response Count |
|---|---|---|
| | Hide replies | 2 |
| 1. No circumstances exist that would preclude Gpl from filing our license renewals online, we do this iwth other jurisidictions and it has worked well. | Mon, Nov 10, 2014 4:31 PM | Find... |
| 2. This is just a recommendation: If you can still paper mail and email renewal notices. Sometimes, our computer crashes and mailing is the next option. We need a way to guarantee our compliance. Thanks. | Sat, Nov 8, 2014 7:46 AM | Find... |
| | **answered question** | **2** |
| | **skipped question** | **7** |

## PAGE: ORGANIZATIONS FEEDBACK

4. Licensees whose annual license fees are at least $800 can elect at renewal to pay their annual license fee in two payments. The full license fee is due regardless if the licensee at any time during the license year stops operating, surrenders their license, or has their license revoked. Requiring all participants in the two-part payment plan to renew online and pay their second payment online.

| | Response Percent | Response Count |
|---|---|---|
| **Support** | **85.7%** | 6 |
| Oppose | 14.3% | 1 |
| | **answered question** | 7 |
| | **skipped question** | 2 |