# AG STEP P

## Concept













# Workflow

#### **Currently (paper)**

\*Several forms do not have online options.

Form discovery Missouri citizens must identify the forms that apply to them.

Application Citizen prints the form, writes a check and mails it to the Department.

**Data entry** 

**Check processing** Payment is processed.

> File A team member securely files the application in paper form only.

Citizen notification A physical license or notice is sent to the citizen.

**Data entry** 

Data entry team

member enters

payment information.

#### **Currently (online applications)**

\*Online forms don't connect back to the division databases.

Form discovery Missouri citizens must identify the forms that apply to them.

**Submitted online** will pay by card or check.

**Data entry** handed manually by a Payment (check) Payment is processed.

Payment (card) Payment is processed automatically.

**Data entry** 

**File** A team member securely files the application in paper form only.

Citizen notification A physical license or notice is sent to the citizen.



### Return on Investment

#### **Future with AgStop**

\*Forms & payments all processed online or through the smartphone app.



#### **Main benefits of AgStop**

- Citizen experience with government is simplified
  - Citizens will see a huge timesavings by applying for all forms at once
  - App could be scaled to fit all Departments
- Citizen portal created where all licenses & applicatons are housed in a central hub
- Payments & applications processed faster for each citizen
  - Increased payment success rate, as well as regulatory compliance

#### **Return on Investment**

\* Focusing just on the benefits to citizens through the Animal Health Division, we can see microexamples of how AgStop will reinvest quickly. We estimate that we will see a return on investment in 3-5 years.

	Forms	<b>Est. Time</b>	<b>Time Spent</b>	Avg. Salary (hourly)	<b>Cost to Citizens</b>
ACFA Animal Care Program Inquiry	24	5	120	\$21.57	\$2,588.40
Blue Ribbon Kennel Application	3	6	18	\$21.57	\$388.26
Spay & Neuter Grant Application	20	35	700	\$21.57	\$15,099.00
Brand Registration Application	211	10	2,110	\$21.57	\$45,512.70
Livestock Dealer Application	30	10	300	\$21.57	\$6,471.00
Livestock Market Volume Report	31	10	310	\$21.57	\$6,686.70
Livestock Market Application	20	10	200	\$21.57	\$4,314.00
					\$81,060.06