



Secretary of Labor Cerron Cade explains how the new online tool will position Delaware as a premier destination for businesses, entrepreneurs and their workers.

New Delaware One Stop Helps Entrepreneurs Start, Operate, and Grow their Businesses

Online portal to streamline business licensing, registration, employer requirements

STARTING A BUSINESS can be daunting for even the most committed entrepreneur, but Delaware has a powerful new online tool to help make sense of the things state government requires for new businesses, all in one place. The new Delaware One Stop, available at onestop.delaware.gov, allows businesses to interact with core state agencies whether they're starting out or ready to grow.

Delaware One Stop is a convenient, centralized transactional platform created to help businesses owners work through the necessary steps to get up and running. Using one website, businesses can apply and pay for a Delaware business license, make required filings with the Department of

Labor, and create formation documents for a legal entity with the Division of Corporations.

"One of the things we hear all the time from small businesses is how hard it can be to figure out what you need from the state in order to open your doors. We know that entrepreneurs just want to take care of those things quickly and get to work, but state government doesn't always make it easy," said Governor John Carney. "Today we're taking a big step in that direction and bringing many of those functions together on a single portal – Delaware One Stop."

One Stop is the product of a collaborative effort among multiple state agencies and real-world entrepreneurs that allows users to access many



Governor John Carney and Dan Freeman of Horn Entrepreneurship at the One Stop launch.

services via a single login. This offers a clear roadmap to ensure continuous engagement between businesses and various state agencies.

"We want to make it easier for businesses to succeed in Delaware," said Finance Secretary Rick Geisenberger. "With the new Delaware One Stop portal, we're partnering among multiple state agencies to leverage technology that makes registering a business seamless, faster and more efficient."

The core functions of the new site include business license registration via the Division of Revenue, hiring reporting through the Division of Unemployment Insurance and coverage verification with the Office of Workers' Compensation.

"We're excited about the launching of Delaware's new One Stop portal," said Secretary of Labor Cerron Cade. "Leveraging technology to create better efficiencies in business creation and compliance only continues to reinforce Delaware's position as a premier destination for businesses, entrepreneurs and their workers."

New to One Stop is a step-by-step guide to creating business entity formation documents for submission to the Division of Corporations, helping users on the path to organizing a Delaware corporation, partnership or LLC.

"Delaware's world-leading corporate franchise isn't just for the Fortune 500, our home-grown small businesses have the same access to the services of the Division of Corporations when it comes to forming their own legal entities," said Secretary of State Jeff Bullock. "One Stop will absolutely change the way Delaware entrepreneurs think about dealing with state government."

The new site is a significant rebuild of the original One Stop portal, launched in 2005. Designed and built by vendor Breakline Digital in cooperation with the Delaware Government Information Center (GIC) and the Department of Technology and Information (DTI), the modern design prioritizes user experience and revolves around an account dashboard that tracks and saves progress. The new One Stop is hosted in cloud-based

architecture built on the trusted Salesforce platform.

"The Delaware Business One Stop portal is the initial iteration of our new unified citizen engagement platform," said state CIO James Collins. "We're striving for all citizens and businesses to have access — anywhere, anytime and from any device — to an array of secure digital government services through a single point of entry. We couldn't be more proud of this initiative to ease the process of doing business in Delaware."

One Stop also features an integrated survey that takes the pulse of users who seem stuck on one screen for an extended period of time, allowing for real-time feedback and suggestions for improvement.

Before launch, One Stop was tested by members of the business community for its real-world usability.

"The new streamlined process brings an efficient solution to form a new business in Delaware. The State Chamber applauds the Governor's initiative to make the new One Stop website a reality," said Mike Quaranta, president of the Delaware State Chamber of Commerce, which assisted with reviewing and testing the One Stop site prior to launch.

Delaware One Stop Tips - can we make this a fun call-out box?

The Division of Revenue Business License is \$75 per year and is prorated (renew by the end of December for the next calendar year.) You can print a temporary business license from the One Stop; you'll receive your official copy in the mail in about a month if all looks good.

After you register your business, you'll need to pay gross receipts tax.

Businesses that hire employees need to register with Department of Labor - with both the Division of Unemployment Insurance and the Division of Worker's Compensation - you can do this from One Stop under "Report Hiring" as soon as you know you'll have employees.

Other licenses - such as professional licenses, environmental permits, and local/county licenses are not yet included in the One Stop system, so you'll need to apply for these separately. ■