

<b>AGENCY NAME:</b>	Secretary of State		
<b>AGENCY CODE:</b>	E080	<b>SECTION:</b>	096

## Fiscal Year 2017-2018 Accountability Report

### SUBMISSION FORM

<b>AGENCY MISSION</b>	The mission of the Secretary of State's Office is to provide innovative technology to enhance the transaction of business in the state, to serve the business community and members of the public with prompt and efficient customer service, to protect the charitable donors of South Carolina, and to fulfill all other statutory duties of the office.
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<b>AGENCY VISION</b>	The Office of the Secretary of State is mandated by the South Carolina Code of Laws to serve as the state filing office for business corporations, nonprofit corporations, limited partnerships, limited liability partnerships and limited liability companies, as well as for all Uniform Commercial Code Article 9 secured transaction filings. The Secretary of State also serves as the agent for service of process for corporations that do not have authority to transact business in South Carolina, and serves as registered agent as otherwise provided by statute. In addition to business filings, the Secretary of State's Office examines and files state trademarks, maintains the state notary public database, and issues commissions for elected officials and those appointed by the Governor. The Secretary of State's Office is also responsible for issuing all statewide cable franchises and serves as the repository for several types of municipal filings. The office handles the incorporation of municipalities and special purpose districts, the annexations of land, and the escheatment of real property in South Carolina. Finally, the Secretary of State's Office regulates charitable organizations, professional fundraisers, nonprofit raffles, business opportunities, and employment agencies.
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Please select yes or no if the agency has any major or minor (internal or external) recommendations that would allow the agency to operate more effectively and efficiently.

	<b>Yes</b>	<b>No</b>
<b>RESTRUCTURING RECOMMENDATIONS:</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please identify your agency's preferred contacts for this year's accountability report.

	<i>Name</i>	<i>Phone</i>	<i>Email</i>
<b>PRIMARY CONTACT:</b>	Melissa Dunlap	734-2157	mdunlap@sos.sc.gov
<b>SECONDARY CONTACT:</b>	LaToria Williams	734-1723	lwilliams@sos.sc.gov

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I have reviewed and approved the enclosed FY 2017-2018 Accountability Report, which is complete and accurate to the extent of my knowledge.

<b>AGENCY DIRECTOR (SIGN AND DATE):</b>	<i>Mark Hammond</i> <i>9/17/18</i>	
<b>(TYPE OR PRINT NAME):</b>	Mark Hammond, Secretary of State	

<b>BOARD/CMSN. CHAIR (SIGN AND DATE):</b>		
<b>(TYPE OR PRINT NAME):</b>		

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## AGENCY'S DISCUSSION AND ANALYSIS

### Statutory Duties

The Office of the Secretary of State is mandated by the South Carolina Code of Laws to serve as the state filing office for business corporations, nonprofit corporations, limited partnerships, limited liability partnerships, and limited liability companies, as well as for all Uniform Commercial Code Article 9 secured transaction filings. The Secretary of State also serves as the agent for service of process for corporations that do not have authority to transact business in South Carolina, and serves as registered agent as otherwise provided by statute. In addition to business filings, the Secretary of State's Office examines and files state trademarks, maintains the state notary public database, and issues commissions for elected officials and those appointed by the Governor. The Secretary of State's Office is also responsible for issuing all statewide cable franchises and serves as the repository for several types of municipal filings. The office handles the incorporation of municipalities and special purpose districts, the annexations of land, and the escheatment of real property in South Carolina. Finally, the Secretary of State's Office regulates charitable organizations, professional fundraisers, nonprofit raffles, business opportunities and employment agencies.

### Mission Statement

The mission of the Secretary of State's Office is to provide innovative technology to enhance the transaction of business in the state, to serve the business community and members of the public with prompt and efficient customer service, to protect the charitable donors of South Carolina, and to fulfill all other statutory duties of the office.

The South Carolina Code requires the Secretary of State to serve as the filing agent for several types of documents, as noted in the table below:

<b>Agency Division</b>	<b>Work Processes</b>	<b>Processed in FY 2017-18</b>
Business Filings	UCC Filings	100,879
	Corporate Filings	85,347
	Copy Work Requests	55,936
Charities	Charity Registrations & Financial Reports	23,606
	Charity Financial Report Extensions	5,663
	Professional Fundraiser Registrations	1,557
	Fundraiser Contracts & Financial Reports	2,488
	Raffle Registrations & Financial Reports	1,254
Notaries, Boards and Commissions	Notary Applications	15,673
	Apostilles and Authentications	10,095
	Boards & Commissions Appointments	929
	Other Oaths & Commissions	594

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Trademarks	Trademark & Service Mark Registrations	868
Service of Process	Service of Process Requests	661
Municipalities	Annexation Filings	267
	Cable Franchise Filings	13
	Employment Agency Applications	194
	Business Opportunity Applications	34
	Special Purpose Districts	4

As the state’s repository for these official filings, the Secretary of State’s Office has continued to focus on technology enhancements in recent years. The goal of these enhancements is threefold: maintaining the highest levels of customer service and accessibility; improving the efficiency and productivity of our staff; and protecting the data and infrastructure of the agency.

Technology Enhancements and Cyber Security

Expanding online applications for 24/7 access to the Secretary of State’s Office remains a top priority for the office. As reflected in our mission statement, providing online system applications to our customers is always a primary objective. In Fiscal Year 2018, we continued to expand the functionality of our Business Entities Online application which launched in January 2017. This award winning application provides public access to file and search corporate documents. This latest phase of the comprehensive business filing, search, and document retrieval web-based application provides a “Save” functionality which allows customers to save information and return to complete the filings at a later time or correct any information that caused the filing to be returned. This new capability increased the adoption rate of online filing. The adoption rate was at 64% as of June 30, 2018. In May 2018, Secretary Hammond received the IACA Merit Award from the International Association of Commercial Administrators which recognized jurisdictions that developed innovative technology. Additionally, we expanded the number of corporate forms available on the online application to ensure that all downloadable forms are available 24/7.

The new Secretary of State’s website will launch in the fall of 2018. The new website will continue to provide access to all the online applications as well as important information for customers in an easily accessible format.

In addition to the normal periodic maintenance and support for several of the agency’s intranet applications, a new investigations application was launched in FY 2017-2018. This new application provides a centralized database for tracking investigations in the areas of charities, trademarks, business opportunities and employment agencies.

In the Division of Public Charities, the first phase of the charities application enhancement projected was completed, which provided important security upgrades to the platform. Additionally, we have experienced an increase in the number of customer complaints filed through our online Charitable Solicitation Compliant Form that is available on our website. This form allows customers to submit

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confidential complaints about solicitations from charities, professional fundraisers, and raffles that may warrant investigation by the office.

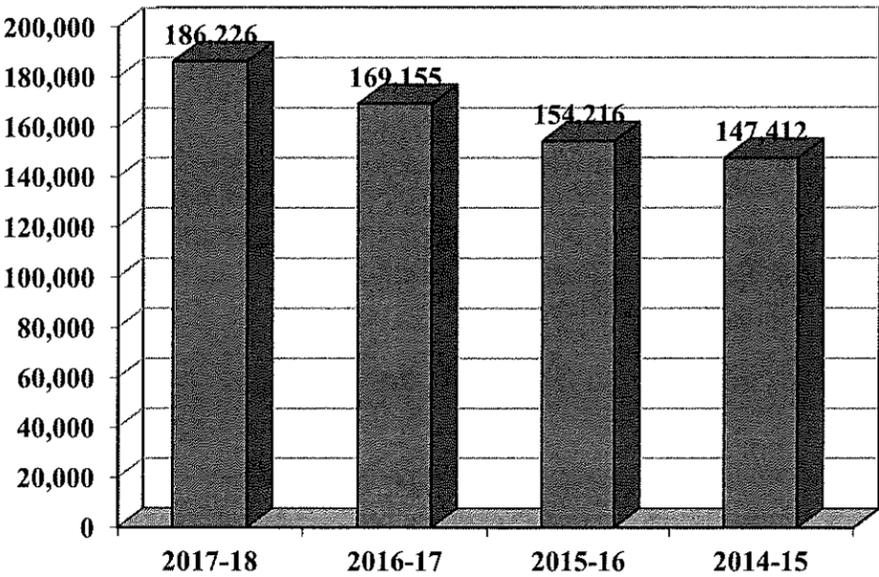
The Secretary of State’s Office continues to work with the Department of Administration’s Division of Technology to provide off-site storage of our databases as part of our disaster recovery plan. In addition, we continue to work on the requirements of the Department’s statewide security plan. As the office continues to expand online services offered, maintaining IT infrastructure remains more critical than ever for serving our customers.

Business Filings Division

The Secretary of State’s Office is integral to the transaction of business in the state. New business formations and amendments to existing business entities are filed with the office. The Secretary is also responsible for Uniform Commercial Code Article 9 secured transaction filings.

The number of Uniform Commercial Code filings increased by 9 percent from the previous year, from 93,462 filed in FY 2016-2017 to 100,879 filed in FY 2017-2018. The number of corporate filings also increased by 9 percent, from 75,693 filed in FY 2016-2017 to 85,347 filed in FY 2017-2018. The total number of business filings for FY 2017-2018 was 186,226 as compared to 169,955 in FY 2016-2017—also a 9 percent increase.

Total Business Filings from FY 2014-15 to FY 2017-18



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Secretary Hammond remains committed to providing online filing capabilities critical for our customers. In FY 2017-2018, the Secretary of State's Office continued to experience success with the Business Entities Online Filing, Search, and Retrieval System. This followed the online Business Filings Document Request application that was introduced in FY 2015-2016. Together, these new online systems allow businesses to file corporate documents online and receive filed copies electronically from any location, at any time.

In addition to providing online service to our business customers, the Secretary of State's Office is committed to responding to calls and walk-in customers. In FY 2017-2018, the corporate phone room assisted 76,146 customers. This was down 9 percent from 84,613 in FY 2016-2017, which our office attributes to the benefits of our new Business Filings Online application. The Secretary of State's Office also assisted over 13,000 walk-in customers, down from 17,253 from FY 2016-2017. This decrease in the number of walk-in customers is again the result of the ease and convenience of the Business Filings and Document Request online application. The success of this online application is another example of how the technology provided by the office benefits customers.

Division of Public Charities—Filings, Enforcement, and Donor Education

As administrator of the South Carolina Solicitation of Charitable Funds Act, Secretary Hammond remains committed to promoting transparency in charitable giving and protecting the donors of South Carolina. Under the Act, the mission of the Secretary of State's Division of Public Charities is to (1) efficiently register all charitable organizations and professional fundraisers that are soliciting in the state of South Carolina; (2) review all financial reports submitted by registered charities and fundraisers, and make this information available to the public; and (3) investigate and prosecute all violations of the Solicitation of Charitable Funds Act.

In FY 2017-2018, 13,544 charitable organizations registered or filed annual applications for registration exemption with the Secretary of State's Division of Public Charities. Fifty-eight percent of these registrations and exemption applications were filed using the Secretary of State's Online Charities System. Additionally, the Division of Public Charities filed over 16,619 annual financial reports and annual financial report extensions for charitable organizations, as well as over 4,045 professional fundraiser registrations, fundraising contracts and joint financial reports. In FY 2017-2018, 545 organizations filed raffle registrations with the Division, and nearly 49% of these organizations filed their raffle registration forms online.

During FY 2017-2018, Secretary Hammond continued to bring enforcement actions against charities and professional fundraisers that violated the Solicitation of Charitable Funds Act. The Secretary of State's Office collected \$307,552.00 in fine revenue for violations of the Solicitation of Charitable Fund

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Act—a 5 percent increase over FY 2016-2017. The Secretary of State’s Office continued to join other states in investigating and pursuing enforcement actions, collaborating on four different multistate actions and projects. The Secretary of State’s Office also increased the number of petitions for injunctive relief filed with the Administrative Law Court from five to seven, including six against local charities. The investigation team reviewed over 1,600 expired and terminated charities, and issued over 300 registration violations based on this review.

The Online Charitable Solicitation Complaint Form continues to be an important tool in the enforcement of the Solicitation of Charitable Funds Act. This application allows consumers to submit confidential complaints regarding charitable organizations, professional fundraisers, and raffles directly from the Secretary of State’s website. The Secretary of State’s Office received 82 online complaints about charities and professional fundraisers during FY 2017-2018.

In addition to promoting transparency and accountability, Secretary Hammond believes that donor education is central to fostering a culture of wise charitable giving. To that end, Secretary Hammond continued the tradition in FY 2017-2018 of recognizing ten Angel and ten Scrooge charities during the holidays. The Secretary of State’s Office also maintained the charity search engine on its website, which allowed donors to look up registered charities and review the most recent financial information filed with the Division of Public Charities. The office published on its website a comprehensive Professional Solicitor’s Report, which provided detailed information from joint financial reports filed by professional solicitors in calendar year 2016. Furthermore, Secretary of State’s Office staff conducted eight speaking engagements and statewide trainings and presentations on the Solicitation of Charitable Funds Act and nonprofit raffles.

Trademarks Division and Counterfeit Goods Enforcement

The Secretary of State’s Office is the agency responsible for examining and filing all state trademarks and service marks. In FY 2017-2018, the office filed 868 trademarks and service marks. In order to assist trademarks customers, the Secretary of State’s Office maintains an online listing of trademarks and service marks registered with the Secretary of State. The list is updated daily and includes the name of the trademark or service mark, the relevant goods or services and class numbers, the applicant’s name, and the expiration date of the mark. This listing makes it easier for trademark customers to determine the availability of a mark, and improves the efficiency of the Trademarks Division by reducing the number of calls received from customers.

The Secretary of State’s Office continued to assist law enforcement on the local, state and federal level to investigate and prosecute counterfeit trafficking in South Carolina. In FY 2017-2018, the Secretary of State’s Office facilitated 35 counterfeit raids during this fiscal year that led to 13 arrests, 27-cease-and-desist orders, and the seizure of \$1,822,204.00 in counterfeit merchandise. The addition of a new investigator provided much needed assistance resulting in 258 cases opened for investigation. Staff

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continued to raise awareness of the negative impact of counterfeit goods by presenting to nine organizations throughout the state.

Division of Notaries Public, Boards and Commissions, and Authentications

The Secretary of State is the public official charged with commissioning notaries public in the state of South Carolina. In FY 2017-2018, the Secretary of State commissioned over 15,000 notaries public.

As in previous years, Secretary Hammond demonstrated his commitment to promoting understanding and compliance with state laws governing notaries by conducting seven free notary public seminars throughout the state. Additionally, the Secretary of State’s Office offers a notary public webinar that is now available on its website.

Notaries Division staff continues to update the state boards and commissions online database that launched in 2014. The online system has benefited members of the public interested in serving on state boards and commissions, and the appointing authorities as well, by providing up-to-date information on current board members, expired terms and vacancies.

The Secretary of State’s Notaries Division processes apostilles and authentications daily for our customers who seek this service for adoption records, school records and transcripts, vital records, background checks and travel documents. Of the over 13,817 walk-in customers of the Secretary of State’s Office in FY 2017-2018, 3,751 were for this division. The Notaries Division also is responsible for maintaining all Executive Orders of the Governor and Ratified Acts of the General Assembly.

Risk Assessment and Mitigation Strategies

The Secretary of State’s Office is integral in the transaction of business in the state. The duties of the office are mandated by statute. Failing to accomplish our goals and objectives would have a detrimental impact on business and the economy in South Carolina, since articles forming, amending, and dissolving businesses are filed in the Secretary of State’s Office. The customers we serve include individual members of the public, business entities, nonprofits, lending institutions, the legal community, accountants, state agencies, and members of the legislative and executive branches of government.

In addition to affecting the business community, failing to meet our goals and objectives would impact charitable donors in the state of South Carolina. The Secretary of State is tasked with promoting transparency and accountability through the Solicitation of Charitable Funds Act, and taking enforcement actions against violators of the Act. The Secretary of State’s Office also works alongside the General Assembly and Governor’s Office by filing Ratified Acts and Executive Orders, as well as commissioning public officials.

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In order to ensure that the Secretary of State's Office meets its goals and objectives, the General Assembly could provide the following to ensure that the office does not face a crisis in delivering services:

1. Permit the Secretary of State's Office to maintain additional revenue collected from other funds to assist with the operations of the office with increased spending authorization.
2. Provide needed resources by increasing the agency's General Fund appropriations. In FY 2017-2018, the Secretary of State returned \$7,660,345 to the State General Fund, while receiving state appropriations of only \$1,143,160. Increasing General Fund appropriations would allow the office to have adequate funds for projects critical in meeting the mission of the agency and to retain staff.

Restructuring Recommendations

The Secretary of State's Office has no restructuring recommendations as none are needed in this agency.

Conclusion

Throughout his tenure as South Carolina's Secretary of State, Secretary Hammond has remained committed to providing exemplary customer service to the public while fulfilling the many statutory duties of the office. He continues to strive toward this goal through cross-training of staff and enhancing the technological services of the office. Secretary Hammond remains committed to educating the public about the services offered by the agency, maintaining South Carolina's business friendly environment, and promoting transparency and accountability in charitable giving.

AGENCY NAME:

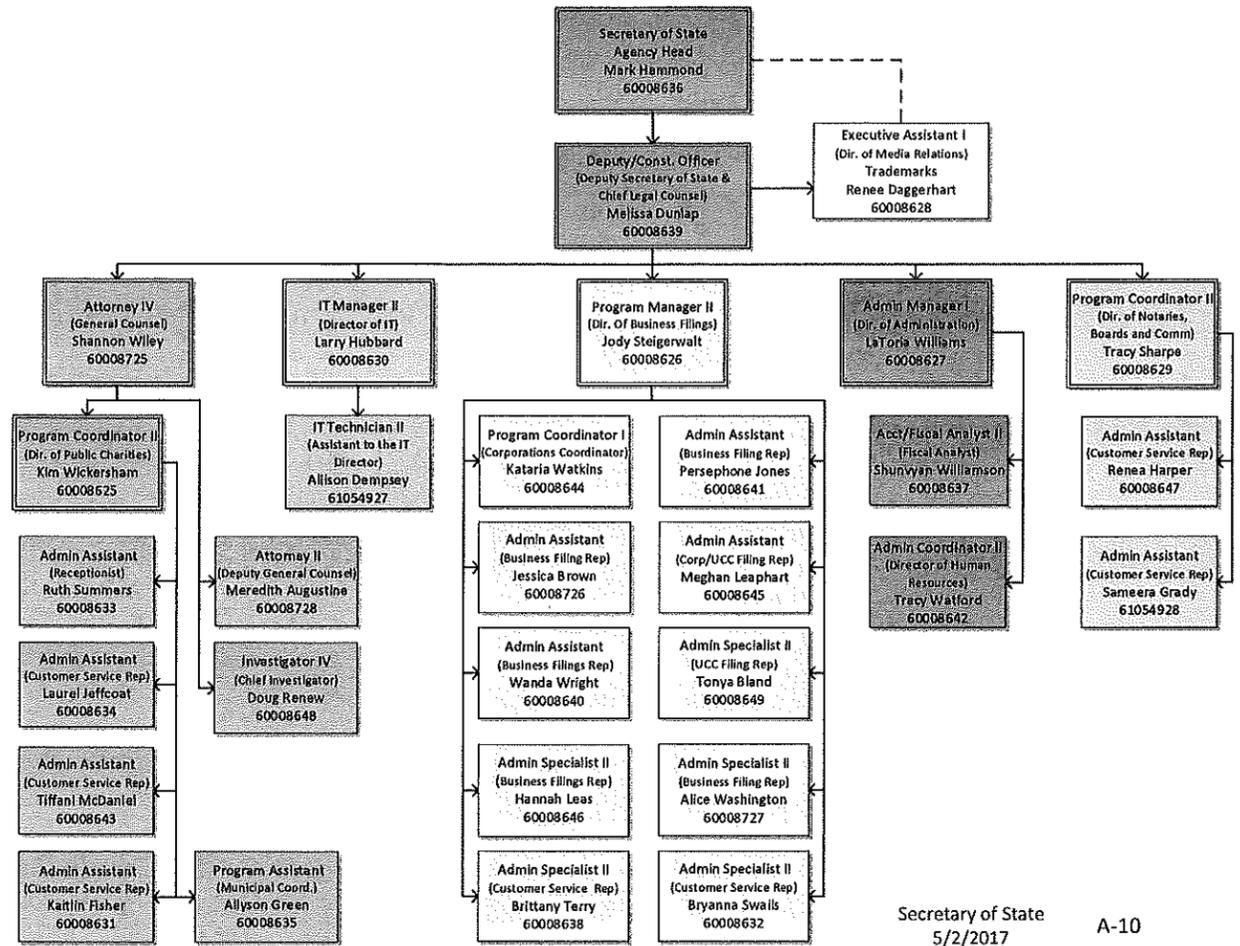
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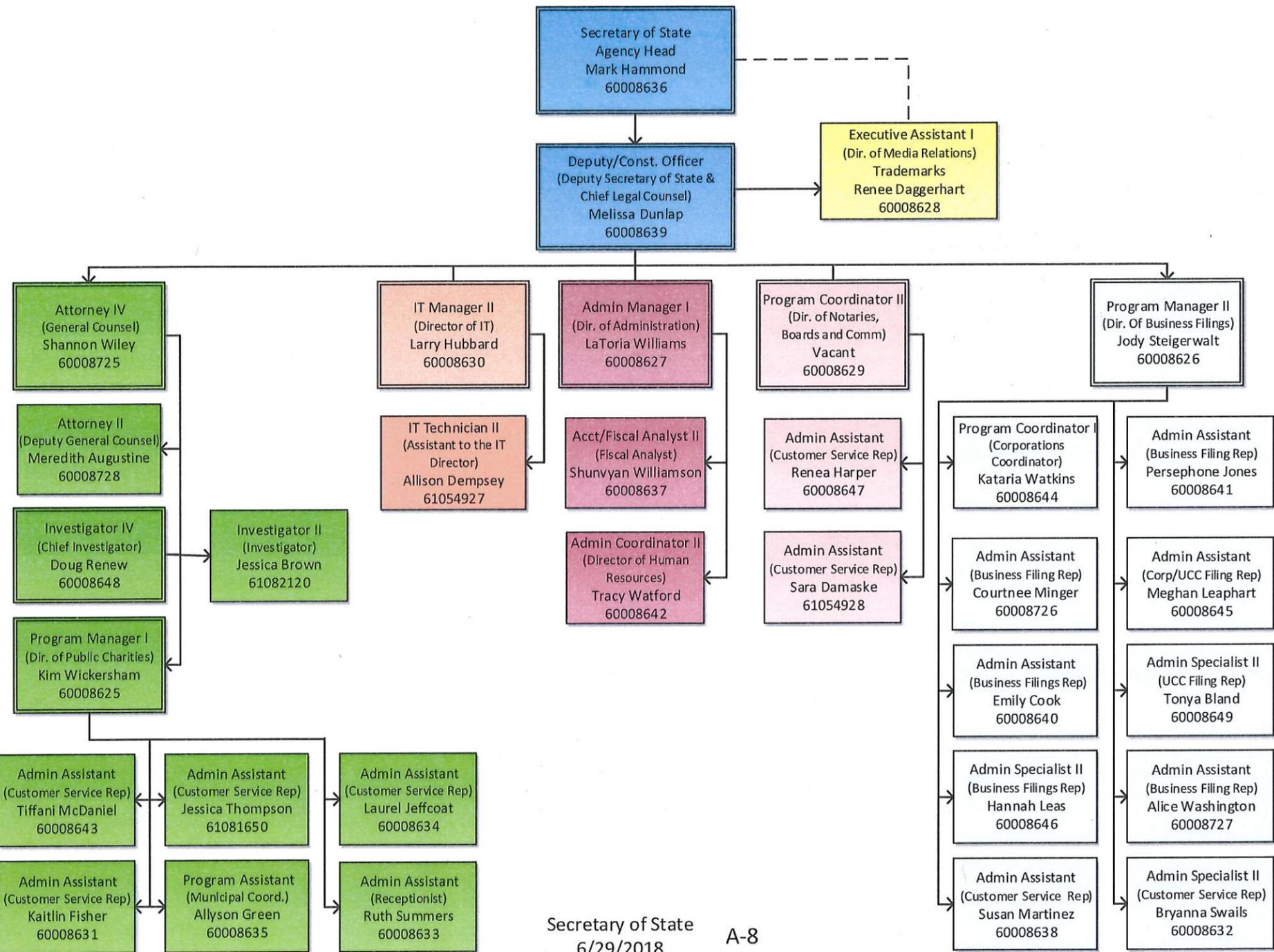
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5/2/2017

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Secretary of State  
6/29/2018

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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2017-18			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Provide required upgrades and enhancements to online charity application system.							
Government and Citizens	S	1.1			Update charities, professional fundraisers, raffles applications and database and provide mobile device accessibility, improved functionality and long term support.							
Government and Citizens	M		1.1.1	Provide charity customers expanded accessibility 24/7 on mobile devices and upgraded online capabilities.	80%	85%	83%	July 1-June 30	IT Reports	Total number of charity application upgrades/enhancements	Increased number of customers served through additional system upgrades and mobile capabilities	
Government and Citizens	G	2			Continue functionality and enhancement to business filing system.							
Government and Citizens	S	2.1			Create comprehensive reporting functionality.							
Government and Citizens	M		2.1.1	Provide data for internal and external customers with enhancements to business filings online application.	70%	80%	80%	July 1-June 30	IT Reports	Total number of reports available	Increased number of reports with data for internal and external customers	
Government and Citizens	S	2.2			Complete user administration and content management components.							
Government and Citizens	M		2.2.1	Increase the number of business filings submitted online 24/7 with increased filing options.	70%	75%	70%	July 1-June 30	IT Reports	Total number of business filings submitted online	Increased number of customers served via online filing	
Government and Citizens	G	3			Increase the number of intranet applications to aid in the performance of statutory duties/functions.							
Government and Citizens	S	3.1			Create centralized investigations database application for charities, professional fundraisers, raffles, investigations and trademark violations.							
Government and Citizens	M		3.1.1	Protect data and records and provide staff additional tools to fulfill statutory duties.	80%	85%	85%	July 1-June 30	IT Reports	Total number of intranet applications created	Assists staff with performing statutory duties and provides protection of data	
Government and Citizens	S	3.2			Create database and applications for municipal incorporations, railroads, landlord-tenants, business opportunities and special purpose districts.							
Government and Citizens	M		3.2.1	Protect data and records and provide staff additional tools to fulfill statutory duties.	80%	85%	85%	July 1-June 30	IT Reports	Total number of intranet applications created	Assists staff with performing statutory duties and provides protection of data	
Government and Citizens	G	4			Protect and educate the public through the enforcement of the Solicitation of Charitable Funds Act.							
Government and Citizens	S	4.1			Collaborate with other state and federal agencies to enforce Solicitation of Charitable Funds Act.							
Government and Citizens	M		4.1.1	Participate in multi-state enforcement actions to protect the citizens of the state.	5	3	4	July 1-June 30	Staff Reports	Multi-state investigations, enforcement actions, resolutions of ongoing cases, educational campaigns	Continued enforcement of the Solicitation of Charitable Funds Act, SC Code §33-56-10. et seq.	
Government and Citizens	S	4.2			Provide public awareness and education on the Solicitation of Charitable Funds Act through continued statewide trainings and information on agency website.							



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Strategic Planning and Performance Measurement Template

Statewide Enterprise Strategic Objective	Type	Item #			Description	2018-19			Time Applicable	Data Source and Availability	Calculation Method	Meaningful Use of Measure
		Goal	Strategy	Measure		Base	Target	Actual				
Government and Citizens	G	1			Create technology to provide a business friendly environment for the State.							
	S	1.1			Expand functionality and enhancements to online business filings and document request system.							
	M		1.1.1	Increase number of subscribers.	5%	15%		July 1-June 30	IT Reports		Increase benefits of online technology	
	M		1.1.2	Provide bulk filing capabilities.	5%	10%		July 1-June 30	IT Reports		Increase benefits of online technology	
	M		1.1.3	Percentage of increase in online filing.	67%	80%		July 1-June 30	IT Reports		Increase benefits of online technology	
	S	1.2			Expand functionality and enhancements to the charities, professional fundraisers, and raffles online filing system.							
	M		1.2.1	Provide charities, professional fundraisers, and raffles methodology to update their records 24/7.	0	80%		July 1-June 30	IT Reports		Increase benefits of online technology	
	M		1.2.2	Number of letters/correspondence in a universally readable format.	0	99%		July 1-June 30	IT Reports		Increase benefits of online technology	
	M		1.2.3	Percentage of online filings and use of the online system.	58%	65%		July 1-June 30	IT Reports		Increase benefits of online technology	
	S	1.3			Expand in-house applications to facilitate the ability to meet statutory requirements and protect permanent state records.							
	M		1.3.1	Digitize municipal incorporation, special purpose districts, and railroad records.	5%	60%		July 1-June 30	IT Reports		Preservation of state records	
	M		1.3.2	Create in-house process system/application.	5%	70%		July 1-June 30	IT Reports		Preservation of state records	
Government and Citizens	G	2			Educate the public in making informed decisions about wise charitable giving.							
	S	2.1			Provide public awareness and education on the Solicitation of Charitable Funds Act through continued statewide training.							
	M		2.1.1	Number of seminars and trainings to targeted audiences, including charitable organizations, fraternal organizations, and industry associations.	17	20		July 1-June 30	Staff Reports		Promotes wise charitable giving	
	S	2.2			Provide public awareness with information on the agency website, including annual professional solicitor report and suspended charities list.							
	M		2.2.1	Publish reports including suspended charities list updated daily, professional solicitors report, and annual financial reports, joint financial reports and raffle financial reports from regulated entities.	1	2		July 1-June 30	Staff Reports		Promotes wise charitable giving	
Government and Citizens	G	3			Protect the public from unscrupulous charities and professional fundraisers through enforcement actions.							
	S	3.1			Increase efforts to hold charitable organizations accountable under the Solicitation of Charitable Funds Act through expanded judicial/court/legal actions.							
	M		3.1.1	Number of in-state enforcement efforts with petitions for injunctive relief.	7	9		July 1-June 30	Staff Reports		Increases enforcement of Solicitation of Charitable Funds Act	
	S	3.2			Collaborate with other state and federal agencies to bring multi-state actions against charities and professional fundraisers.							
	M		3.2.1	Number of joint enforcement actions and/or educational outreach programs with out-of-state agencies.	4	2		July 1-June 30	Staff Reports		Increases enforcement of Solicitation of Charitable Funds Act	
	M											
	-											
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Legal Standards Template

Item #	Law Number	Jurisdiction	Type of Law	Statutory Requirement and/or Authority Granted	Does this law specify who your agency must or may serve? (Y/N)	Does the law specify a product or service your agency must or may provide?	If yes, what type of service or product?	If other service or product, please specify what service or product.
1	Business Filings-Corporations and Nonprofits: SC Code §33-1-101, et seq.	State	Statute	Creation and amendments to business entities and nonprofits	Yes	Yes	Other service or product our agency must/may provide	Business filings
2	Uniform Commercial Code: SC Code §36-9-101, et seq.	State	Statute	Filing UCC documents and conducting searches	Yes	Yes	Other service or product our agency must/may provide	UCC filings
3	Solicitation of Charitable Funds Act: SC Code §33-56-10, et seq.	State	Statute	Enforcement of Solicitation of Charitable Funds Act	Yes	Yes	Other service or product our agency must/may provide	Charities filings
4	Notaries Public and Apostilles: SC Code §26-1-5, et seq.	State	Statute	Notary Public and Apostille filings	Yes	Yes	Other service or product our agency must/may provide	Notary commissions, apostilles & authentications
5	State Boards & Commissions: SC Code §1-1-1301, et seq.	State	Statute	State Boards & Commissions: monitoring, commissioning, providing information	Yes	Yes	Other service or product our agency must/may provide	Commissions
6	Trademarks: SC Code §39-15-10, et seq.	State	Statute	Filing of state trademarks and service marks	Yes	Yes	Other service or product our agency must/may provide	Trademark & service mark filings
7	Municipal Incorporations: SC Code §5-1-10, et seq.	State	Statute	Incorporation of new municipalities	Yes	Yes	Other service or product our agency must/may provide	Certificates of incorporation for a municipality
8	Special Purpose Districts: SC Code §6-11-335, et seq.	State	Statute	Reporting requirements for special purpose districts	Yes	Yes	Report our agency must/may provide	Special Purpose District Report
9	Service of Process: SC Code §15-9-245, et seq.	State	Statute	Secretary of State as agent for service of process	Yes	Yes	Other service or product our agency must/may provide	Service of Process
10	Cable Franchise Authority: SC Code §58-12-5, et seq.	State	Statute	Issuance of cable franchise authority	Yes	Yes	Other service or product our agency must/may provide	Cable Franchise Authority filings
11	Employment Agencies: SC Code §41-25-10, et seq.	State	Statute	Filing and renewal of license for employment agencies	Yes	Yes	Other service or product our agency must/may provide	Employment Agency filings
12	Business Opportunities: SC Code §39-57-10, et seq.	State	Statute	Registration and renewal of business opportunities	Yes	Yes	Other service or product our agency must/may provide	Business Opportunity filings
13	Nonprofit Raffles: SC Code §33-57-100, et seq.	State	Statute	Enforcement of nonprofit raffle legislation	Yes	Yes	Other service or product our agency must/may provide	Raffle filings
14	Escheatment of Real Property: SC Code § 27-19-10, et seq.	State	Statute	Notice and processes for land escheated to the state by death of property owner	Yes	Yes	Other service or product our agency must/may provide	Escheatment
15	Qualified Businesses: SC Code §11-44-60	State	Statute	High Growth Small Business Job Creation Act	Yes	Yes	Other service or product our agency must/may provide	Registration of qualified businesses eligible for investments by angel investors
16	113-200 Municipal Corporations	State	Regulation	Outlines requirements for the incorporation of municipalities	Yes	Yes	Other service or product our agency must/may provide	Petitions for municipal incorporations
17	113-300 Uniform Real Property Recording Act	State	Regulation	Outlines procedures for the electronic filing of real property records	Yes	Yes	Other service or product our agency must/may provide	Regulations for electronic recording of real property
18	96.1 (SS: UCC Filing Fees)	State	Proviso	Revenues from the fees raised pursuant to Sections 36-9-525(a), not to exceed \$180,000, may be retained by the Secretary of State for purposes of UCC administration.	Yes	Yes	Other service or product our agency must/may provide	UCC filings
19	96.2 (SS: Charitable Funds Act Disclosure Violations)	State	Proviso	The Secretary of State shall refer to the Attorney General for investigation under Section 33-56-145 of the Solicitation of Charitable Funds Act any person who is alleged to have violated the mandatory disclosure requirements of Section 33-56-90 of the Act, and who has been fined \$10,000 or more for those violations.	Yes	Yes	Report our agency must/may provide	
20	96.3 (SS: Charitable Funds Act Misrepresentation Violations)	State	Proviso	The Secretary of State shall refer to the Attorney General for investigation under Section 33-56-145 of the Solicitation of Charitable Funds Act any person who is alleged to have violated the misrepresentation provisions of Section 33-56-120 of the Act, and who has been fined \$10,000 or more for those violations.	Yes	Yes	Report our agency must/may provide	
21	Electoral College: SC Code §7-19-70, et seq.	State	Statute	Organizes and hosts the meeting of the Electoral College following a presidential election.	Yes	Yes	Other service or product our agency must/may provide	SC Electoral College Meeting

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Customer Template

Divisions or Major Programs	Description	Service/Product Provided to Customers	Customer Segments	Specify only for the following Segments: (1) Industry: Name; (2) Professional Organization: Name; (3) Public: Demographics.
Business Filings Division; Corporations	Files organizing documents, amendments and all other forms related to the operation of corporations, limited liability companies, limited partnerships and limited liability partnerships.	Filings of corporate documents; search and retrieval of all corporate documents; repository of permanent state records.	General Public	Business owners, banks, attorneys, accountants, and individuals
Business Filings Division; UCC	Responsible for filing of Uniform Commercial Code Article 9 Secured Transactions filings.	Filing UCCs and UCC amendments; providing state repository of all UCC filings for search and retrieval; provide public notice system of UCC filings as the central filing office for financing statements regarding security interests.	General Public	Business owners, banks, attorneys, accountants, and individuals
Public Charities Division	Protecting charitable donors through the enforcement of the Solicitation of Charitable Funds Act.	Regulates charitable organizations and professional fundraisers. Regulates the registration of certain nonprofit organizations wishing to conduct raffles in the state. Oversees annual registration and financial reporting for charitable organizations.	General Public	All members of the public who donate to charitable organizations in South Carolina
Notary and Apostille Division	Commissions notaries public and files oaths of office. Authenticates acts of notaries or other officials through an apostille for countries that are parties to the Hague Convention and state authentications for non-member countries.	Processing notary public applications and issuing commissions. Providing statewide training on notary public laws. Authenticates acts of notaries public or officials whose signatures are filed with the SOS by issuing an apostille or state authentication.	General Public	Notaries public, attorneys, banks, individuals
Notary and Apostille Division	Commissions notaries public and files oaths of office. Authenticates acts of notaries or other officials through an apostille for countries that are parties to the Hague Convention and state authentications for non-member countries.	Processing notary public applications and issuing commissions. Providing statewide training on notary public laws. Authenticates acts of notaries public or officials whose signatures are filed with the SOS.	Legislative Branch	
Trademark Division	Registers trademarks and service marks for use within the state of South Carolina.	Examining and filing trademark and service mark applications. Maintaining trademark and service mark database for customer search. Processes renewals every five years.	General Public	Business owners and individuals

Boards and Commissions	Files oaths for elected officials and appointments made by the Governor; issues commissions and maintains records of terms; provides the public up- to-date information on vacancies on boards and commissions as well as expired terms.	General Public	Individuals
Boards and Commissions	Files oaths for elected officials and appointments made by the Governor; issues commissions and maintains records of terms; provides the public up- to-date information on vacancies on boards and commissions as well as expired terms.	Executive Branch/State Agencies	
Boards and Commissions	Files oaths for elected officials and appointments made by the Governor; issues commissions and maintains records of terms; provides the public up- to-date information on vacancies on boards and commissions as well as expired terms.	Legislative Branch	
Service of Process	Delivery of a summons and complaint or other legal document to a person, entity, or registered agent to provide notice of a pending legal action. The Secretary of State serves as registered agent for service of process for foreign corporations not authorized to do business in South Carolina and other entities that do not maintain a registered agent in this state.		Legal community, business community and individuals
Municipalities, Cable Franchise Authority, and Special Purpose Districts	Reviews proposed petitions for incorporation of municipalities and works with Joint Legislative Committee on Municipal Incorporation to determine possible incorporation. Files records of all annexations and maintains and publishes records of all special purpose districts at the end of every even-numbered year.	Local Govts.	

Municipalities, Cable Franchise  
Authority, and Special Purpose Districts

Reviews proposed petitions for  
incorporation of municipalities and works  
with Joint Legislative Committee on  
Municipal Incorporation to determine  
possible incorporation. Files records of all  
annexations and maintains and publishes  
records of all special purpose districts at the  
end of every even-numbered year.

General Public

Individuals

Municipalities, Cable Franchise  
Authority, and Special Purpose Districts

Reviews proposed petitions for  
incorporation of municipalities and works  
with Joint Legislative Committee on  
Municipal Incorporation to determine  
possible incorporation. Files records of all  
annexations and maintains and publishes  
record of all special purpose districts at the  
end of every even-numbered year.

Legislative Branch

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Partner Template

Name of Partner Entity	Type of Partner Entity	Description of Partnership	Associated Goal(s)
Department of Revenue	State Government	DOR and SOS work together on administrative dissolutions of business entities that are not in statutory compliance with the requirements to remain in good standing as a business in the state. In addition, the SOS provides DOR information on the formation of new business entities. DOR and SOS also share information related to registration of qualified businesses under the High Growth Small Business Job Creation Act.	1
South Carolina Interactive	Non-Governmental Organization	SCI(SC.gov) and SOS partner to create innovative IT solutions for our customers at minimal or no cost to taxpayers. Our current project is the online submission, search, and document retrieval of business filings for entities such as corporations, nonprofits, and limited liability companies.	1
Department of Administration	State Government	The Department of Administration Division of Technology and SOS partner to provide off-site storage for the permanent records of the SOS as part of the SOS disaster recovery plan, and in implementing the statewide IT security plan.	1
South Carolina Business One Stop (SCBOS)	State Government	The SOS provides CL-1 information to DOR through SCI(SC.gov) and provides reports to DOR on the formation and closure of businesses. Administrative dissolutions of entities are also processed through a joint SOS, SCI (SC.gov) and DOR project.	1
TIBA Solutions	Non-Governmental Organization	SOS and TIBA partner to provide online solutions to enforce the Solicitation of Charitable Funds Act and protect charitable donors in South Carolina.	1,2

The SCEMD and SOS partner to provide SCEMD data on  
business entities registered with the SOS to facilitate the re-  
entry of business owners into evacuated areas during a state of  
emergency.

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Report and External Review Template

Item	Is this a Report, Review, or both?	Report or Review Name	Name of Entity Requesting the Report or Conducting Review	Type of Entity	Reporting Frequency	Current Fiscal Year: Submission Date or Review Timeline (MM/DD/YYYY)	Summary of Information Requested in the Report or Reviewed	Method to Access the Report or Information from the Review
1	External Review and Report	Accountability Report	Executive Budget Office	State	Annually	September 14, 2018	Report on agency performance, goals, and objectives.	<a href="http://www.sos.sc.gov">www.sos.sc.gov</a>
2	External Review and Report	High Growth Small Business Job Creation Act	House Ways & Means, Senate Finance, & the Governor	State	Annually	January 31, 2018	Pursuant to SC Code §11-44-60, the Secretary of State publishes an aggregated statewide report with the number of qualified businesses, amount of capital raised, number of jobs created, and average wages.	<a href="http://www.sos.sc.gov">www.sos.sc.gov</a>
3	External Review and Report	Agency Fines and Fee Report	Chair of Senate Finance and House Ways & Means	State	Annually	September 1, 2018	Agency fees and fines collected.	<a href="http://www.sos.sc.gov">www.sos.sc.gov</a>
4	External Review and Report	Agency Debt Collection Report	Executive Budget Office	State	Annually	February 27, 2018	This report details the amounts of outstanding debt and all methods used to collect debt.	Contact the agency
5	External Review and Report	Other Funds Survey	Revenue and Fiscal Affairs & Executive Budget Office	State	Annually	October 31, 2018	This report gathers information about agency other funds to be used when writing the budget.	Contact the agency
6	External Review and Report	Procurement Report	State Fiscal Accountability Authority (SFAA)	State	Quarterly	The 1st week after each quarter	Reporting on any illegal and sole sourced procurements by the agency.	Contact the agency
7	External Review and Report	Wage & Contribution Report	Department of Employment Workforce (DEW)	State	Quarterly	1st month of each quarter	Employee's wages of covered employees for unemployment insurance.	Contact the agency
8	External Review and Report	MBE Utilization Plan	Small and Minority Business Contracting and Certification (SMBCC)	State	Annually	September 16, 2018	Pursuant to SC Code §11-35-5240, agency's goal to spend certain percentage of the fiscal years operating income with small and minority businesses.	Contact the agency
9	External Review and Report	MBE Progress Report	Small and Minority Business Contracting and Certification (SMBCC)	State	Quarterly	October, January, April and July	Agency minority spending progress to meet utilization plan.	Contact the agency
10	External Review and Report	EEO Progress Report	South Carolina Human Affairs	State	Annually	October 17, 2018	Report on agency's progress required by Proviso 117.14 of Appropriations Act (Affirmative Action).	Contact the agency
11	External Review and Report	Payroll Report	South Carolina State Accident Fund	State	Annually	Each pay period	Reports of agency's gross payroll and number of employees, along with agency's Drug and Alcohol Free Workplace Policy.	Contact the agency
12	External Review and Report	Capital Assets Report	Comptroller General's Office	State	Annually	September 14, 2018	Reports on the agency's capital assets for the fiscal year. Informs the Comptroller General's Office that a physical inventory was done and if any adjustments were needed to the asset ledger.	Contact the agency
13	External Review and Report	Cash and Investments Report	Comptroller General's Office	State	Annually	July 20, 2018	This report gathers information regarding the types of cash and investments owned by an agency.	Contact the agency
14	External Review and Report	Operating Lease Report	Comptroller General's Office	State	Annually	August 24, 2018	The report focuses on the terms of noncancelable operating leases.	Contact the agency
15	External Review and Report	Litigation Report	Comptroller General's Office	State	Annually	July 20, 2018	This report provides information relating to any legal matter that may arise during the year requiring the agency to consult outside counsel for legal advice or representation.	Contact the agency
16	External Review and Report	Fund Balance Report	Comptroller General's Office	State	Annually	August 24, 2018	This report gathers information regarding constraints on the use of revenue sources and resulting fund balance.	Contact the agency
17	External Review and Report	Subsequent Events Report	Comptroller General's Office	State	Annually	October 22, 2018	This report identifies information obtained subsequent to submission of the Master Reporting Package which impacts the accuracy of the information provided	Contact the agency
18	External Review and Report	Bank Account Transparency and Accountability	State Fiscal Accountability Authority (SFAA)	State	Annually	October 1, 2018	This report discloses every transaction of the composite reservoir bank account that is not included in SCEIS.	Contact the agency

