

SCBOS General FAQs

Q1 -- What are the basic concepts of SCBOS?

There are three basic concepts within SCBOS:

There are wizards that walk you through the various steps to apply for licenses, permits and registrations

SCBOS communicates with departments and agencies in real time You have the opportunity to pay for licenses, permits and registrations with one payment;

SCBOS takes care of distributing the funds to each department or agency.

The wizard allows the user to “Save & Stop” at any time and logon later. It incorporates business rules and prerequisites. The Start New Business wizard steps you through establishing a business in South Carolina.

Q2 -- What happens when you successfully checkout?

Each application that is successfully checked out is assigned a Transaction Reference Number. This number can be found in your User Workspace and on your receipt.

Secretary of State Business applications requiring approval by the Secretary of State may take a few business hours.

Q3 -- How am I notified of License/Permit/Registration acceptances and rejections?

Once you submit a License/Permit/Registration application, agencies can accept and reject individual Licensees/Permits/Registrations. There are three ways you can be notified:

1. You will receive email from SCBOS at the e-mail address specified in your SCBOS user profile that asks you to check User Messages
2. Once logged in, look at User Messages by first clicking on MySCBOS at the top of the screen then clicking on User Messages
3. Upon successfully registering with the Secretary of State, the Secretary of State will send you in an email with the Articles and Certificate attached.

Q4 -- When I complete a registration, what do I receive?

1. From SCBOS, you will receive:

- Receipt (received upon checkout)
 - Transaction Reference Number
 - List of Items purchased
 - Description/Next Actions
 - Recap or transcript of entire session with SCBOS

2. From the Secretary of State upon acceptance (via e-mail)

- If not a sole proprietorship or partnership:
 - Certified copy of the Articles
 - Certificate of Existence

3. From the Dept. of Employment and Workforce

- Cover letter with account number
- Unemployment insurance handbook
- Contribution and wage report

Q5 -- How can I find the registration number?

Once the licenses/permits/registrations have been accepted, the license/permit/registration numbers are added to your workspace. These numbers are available after checking out and paying, even if zero dollars are paid.

Return to the Workspace page, usually the first page displayed after you log in. Under the Completed Licenses/Fillings section at the bottom of the page, under the column heading Reference #, you will find the appropriate numbers. Alcohol Beverage Licenses begin with 320. Unemployment Insurance numbers do not appear in SCBOS -- yet. Reference # is not to be confused with Transaction Reference Number which has to do mostly with payments.

Q6 -- Is there a fee for submitting licenses, permits and registrations with SCBOS?

SCBOS does not charge any add on fees to users of SCBOS. The fee charges are the appropriate LPR fees required when registering and are no more than if you were to submit the corresponding forms to the appropriate Departments or Agencies by paper documents.

You can pay by credit card or electronic funds withdrawal. Visa or MasterCard credit card or debit card payment is accepted. Electronic funds withdrawal asks for your

checking or savings account number and bank routing number. Both numbers can be found at the bottom of a standard check.

Q7 -- How do I get help with SCBOS?

There are a number of ways to secure help by going to our [Help Center](#):

Click on the Help Text Icon (the question mark). Clicking on this icon will display in a separate window context sensitive help messages.

Send a Web message clicking on the menu item “Information “, then “Customer Assistance”. The message is sent directly into the SCBOS Issue Tracking System.

Send an email to scboshelp@scbos.sc.gov.

Call Customer Assistance at (803) 898-5690.