

# Ohio Business Gateway (OBG)

## Service Description

The Ohio Business Gateway (OBG) offers Ohio's businesses a time and money saving online filing and payment system that simplifies business' relationships with government agencies.

Ohio businesses can use OBG to access various services and electronically submit transactions and payments with many state agencies. OBG Electronic Filing also partners with local governments to enable businesses to file and pay selected Ohio municipal income taxes.

OBG Electronic Filing routes data and payment information directly to program administrators at the agencies so that they may continue to manage the overall account relationship.

Businesses must be registered with an agency before using OBG Electronic Filing. Selected agency registrations are available through OBG Electronic Filing. Information about other registrations may be obtained by visiting the 'Starting a Business' section of the Ohio Business Gateway (<http://business.ohio.gov/>). If a registration is not offered on OBG Electronic Filing, the administering agency will provide information on how to obtain the registration necessary to begin using OBG Electronic Filing services. For Municipal Income Tax Electronic Filing, businesses must first register directly with municipalities before using OBG.

## Customer Benefits

- **New Business Establishment** – Provides a single, portal based web location for the establishment of new businesses in Ohio, files with the required State agencies and ensures that business compliance requirements of the State are met.
- **Single Point Revenue and Fee Collection** - Onward broker and manage payments to State's payment processor (CBOSS) and broker payment to multiple agencies while creating transaction logs and Business Customer "receipts".
- **One-Stop Filing and Forms** - Provides guides and forms to Business Users through complex transactions that have multiple steps, forms and / or filing requirements for users on procedures to complete the process including Agencies and (if applicable) systems with which they will need to interact.
- **Scheduling and Reminders** - Notify Business Customers of a particular event that is upcoming or past due (Filing due) using a "calendar" or "task list" metaphor.
- **Collections and Confirmations** – Provides a Payment Card Industry (PCI) certified web-based payment solution that supports a wide range of payment types: credit cards, debit cards, electronic checks, as well as recurring and cash payments.

## OIT Provides

- Payment Services (CBOSS) – PCI Certified Web Service Payment Processor
- Legacy Integration Services – Standardized and Custom Electronic Data Interchange (EDI), Interface and File Transfer integration methods upon mutual agreement with State agencies

## Maintenance Schedule

7:00 PM – 11:00 PM Sundays – For additional outages, stories will be posted via myohio.gov.

## Incident Response & Resolution

OBG support staff is available from 7:00 AM to 5:00 PM, Monday through Friday. Customers may report issues to, or request assistance from the helpdesk on a 24 x 7 basis.

## Service Objectives

Category	Evaluation Criteria	Target
Availability	Application uptime	99%
Incident Responsiveness	OBG support staff responds to the customer (i.e. acknowledge and confirm receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	OBG support staff resolves incident within 4 hours.	75%

## Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Ohio One Network\*
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

**\*Service must be obtained from OIT for an additional charge.**

## Additional Information

For more information on this service contact the **Customer Service Center** at [CSC@ohio.gov](mailto:CSC@ohio.gov) or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.