Agenda

Kickoff & Introductions

Josh Happe, Bureau Chief-Regulatory Compliance Program

Lisa Gibson, Licensing Lead

eLAPS Demonstration

Josh Pettyjohn, Lead Business Analyst-MTX

1. Search & Filter Applications and License Records + QUESTIONS
2. Review & Approve Applications + QUESTIONS
3. Submit Revision Requests + QUESTIONS
4. Print Applications +QUESTIONS

Resources & Support

Sunny Rosbrugh, Change Enablement Consultant-MTX

Daniel Jodoin, Training Manager-MTX

Vicki Campos Dimmer, Communications Specialist-MTX

Search & Filter Applications and License Records

1. How do you search for or find applications?

2. The following references an App number. How can I locate the business associated with the App number?

   Application App-011449 must be reviewed. Please navigate to https://iowaabd.force.com/s to complete your review.

3. Can the first page show all applications submitted to local authority including the expiration date? Currently, you need to open "All Licenses", click the "Status" button and open each one to locate the expiration date.

4. Explain the purpose of the Dashboard Page? An application is seldom submitted to the incorrect local authority.

Submit Revision Requests

Review & Approve Applications

1. What documents are required to be uploaded by applicants when submitting an application?

2. Can the application be printed? The application is used as a quick reference as it has the type of license and other pertinent information. It has been available to download as a PDf and could be printed.

3. Where is the expiration date located on the first page?

4. Should the applicant upload their sketches, or the local authorities? It does not seem to be required as the field can be skipped. Many times the Business establishments are known within our communities and information is searched for based on names followed by license number, not an "App" number. Expiration date is also important.
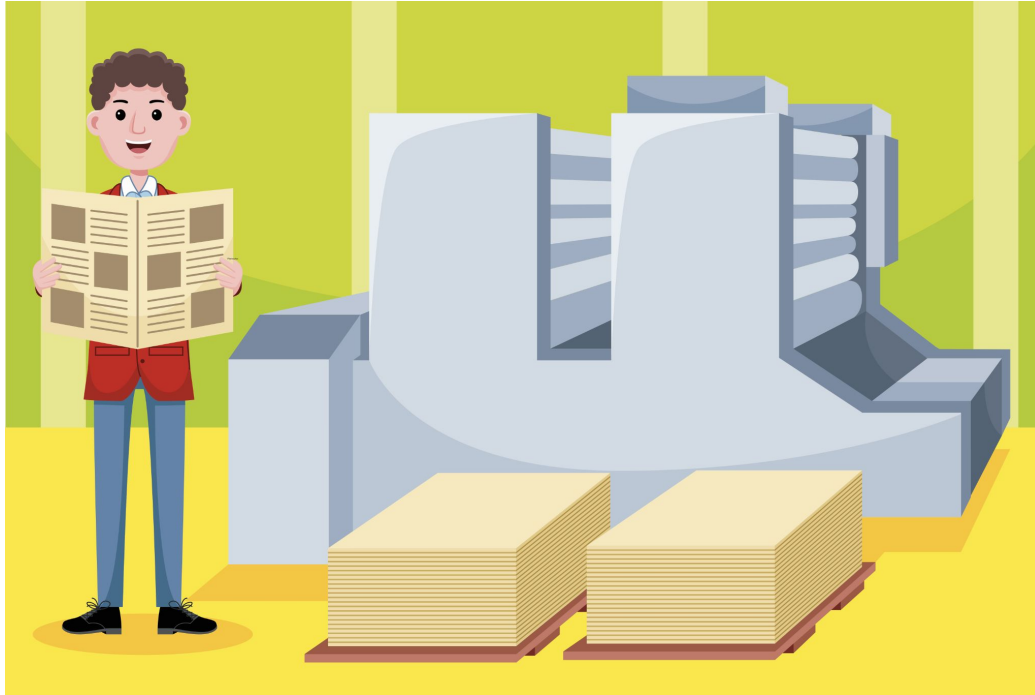
Print Applications

Questions from the Help Desk

1. Explain the Refund process in the new system and the changes that go with it.
   a. How will they get notified by email/notifications?

2. How will Local Authorities get notified of Pending applications in eLAPS?

Questions from the Local Authorities

1. Are 70-day notices generated by Iowa ADB and sent to the Local Authority?

2. What is the purpose of "Preview License"?

3. Please explain the "All Tickets" tab and if it shows underage drinking charges?

4. Can the expiration date be more prominent and easier to locate for a revision request?

Resources & Support

Resources
https://abd.iowa.gov/licensing/elaps

Support
Licensing Inquiries
Phone: 515-281-7400
Monday through Friday
8 am-4:30 pm CDT/CST

Technical Support/Help Desk
Phone: 877-729-0663
Monday through Friday
8 am-4:30 pm CDT/CST