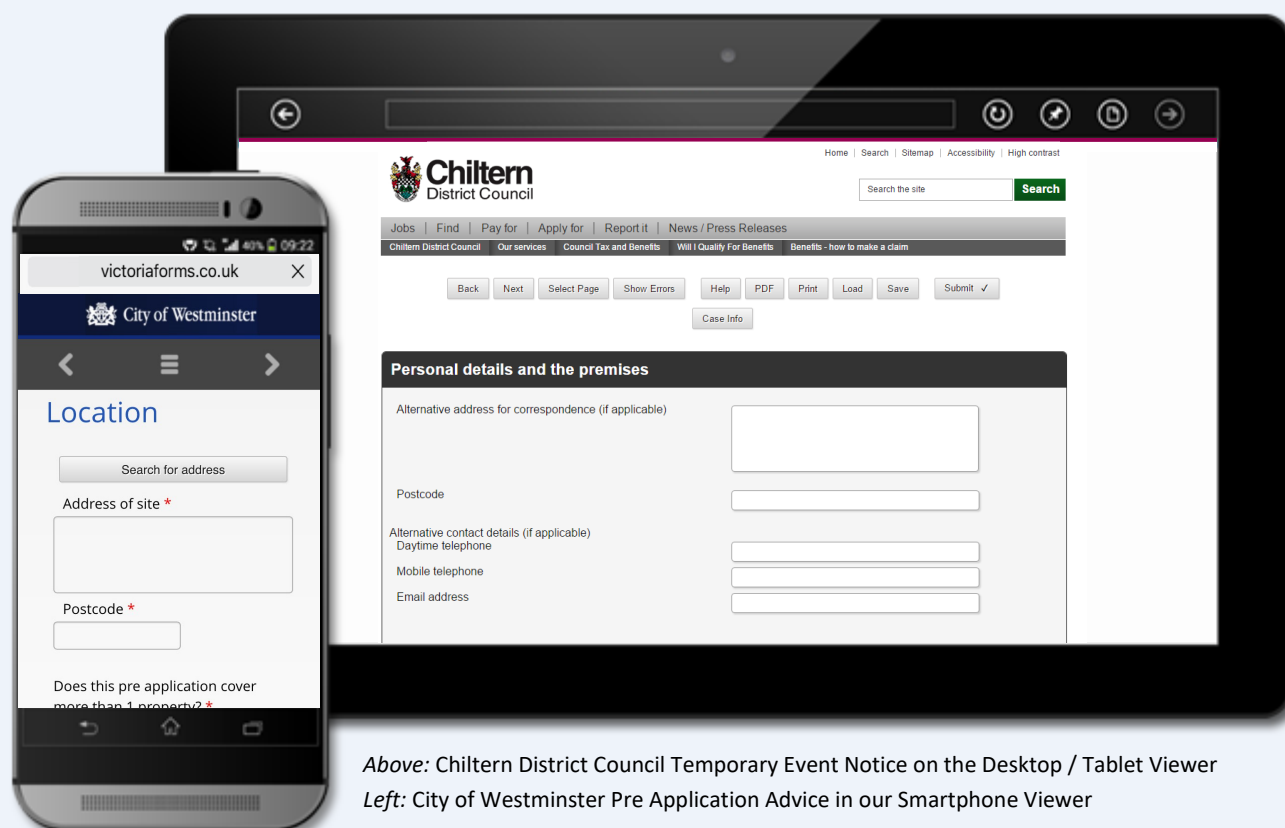# Victoria Forms
Online Licence Application Solution

Victoria Forms is enhancing the processing efficiencies for UK Local Authorities with our unique integrated electronic forms solution. The eForms System for Licensing includes a library of 75+ ready-to-use template eForms branded to your Authority, giving you an immediate return on investment and maximising customer self-service for legally prescribed Licensing applications and notifications.

This proven system is already in use at The Licensing Partnership (Maidstone Borough, Sevenoaks District, Tunbridge Wells Borough Councils and London Borough of Bexley), Wycombe District, Chiltern District, Westminster City, Uttlesford District and Ryedale District Councils.

Above: Chiltern District Council Temporary Event Notice on the Desktop / Tablet Viewer
Left: City of Westminster Pre Application Advice in our Smartphone Viewer

For more information, do not hesitate to contact us:

Telephone: 01284 701000
Email: VicFormsSales@VictoriaForms.co.uk

www.victoriaforms.co.uk

Easy, User-Friendly and Reliable EForms

- Unique eForms technology; intelligent in-form guidance and validations on fields such as email address and National Insurance number
- Full form loaded in-browser prior to use for optimal completion even if the internet connection is unreliable
- Licensing eForms designed to match nationally prescribed formats where possible
- Multiform data-switching - pre-populating customer data into other eForms
- eForms load in any standard web browser (no add-ons required). Definitely no Adobe Reader required!
- In-built Help at question (below), page and form level, including customisable information

Keeping Control, Automatically

- eForms management, including workflow, eForm routing and Audit Trail
- Integral eForm error checking, providing error-free eForm submissions
- Management interface with individual staff user/ group login configuration
- E-Signature, checkbox signature or print and sign declaration options
- Straightforward configuration settings for each eForm

Advanced Processing Add-On - Integration with Back-Office System Integration and more

- Removal of the time-intensive re-keying of customer data.
- Integration with IDOX UNIFORM Back Office System (27 processes integrated) and willing to investigate the development of integrations with Civica Flare and Northgate M3
- Integrated payment processing with your Back-Office payment system
- Integration with Council CRMs and Customer Portals
- Bank account, address (below), and previous licence finders; SMS and other external data connections

Other Features

- eForm saving, forwarding, printing, PDF and TIFF output
- Offline / Mobile eForms module, auto-syncing when reconnected
- Evidence attachment to eForms for scanned or photographed documents
- Detailed reporting with the Statistics module at eForm and question levels
- eForms and Viewer styled to your preference, in line with your website

Further eForm Libraries / Technologies

- Corporate eForms for Authority-wide functions
- Custom design of any eForms; eForms design software also available for your use

WESTMINSTER CITY COUNCIL

KEY FACTS

- Live with first forms in September 2015
- Staggered go live with numerous forms throughout the duration of the project
- Payments through Xpay
- Integration into Idox Uniform, including DocLoader
- Use of House in Multiple Occupation application and renewal forms.
- Developed a wide range of new forms with Victoria Forms including Street Trading and Marriage Venue Licences

Advanced Payment Integration

Victoria Forms offers payment integration with a range of third party systems - including Xpay, Capita, Worldpay, Civica and proprietary software. The user is guided through the payment process directly from the form. All forms that require payment automatically calculate the amount required, dependent on the data entered into the form.

The user is then required to submit payment through an online payment page, which is opened automatically when the user reaches the end of the form. The form transfers the user's name, email address, the licence type, and the amount of payment required straight into the payment page, saving time and effort for the user.

On completion of the payment, the user is transferred back to the form, with the transaction confirmation details integrated into the form data. Forms can be configured so that a user cannot submit their application without providing payment.

Payment integration cuts down on the amount of time it takes for a user to fully submit an application, by linking directly to the payment page and prefilling information. It also saves staff time, by ensuring that payment is captured before an application can be submitted, removing the costly re-keying of data by your team.

Online applications are checked for errors and omissions before submission, reducing your administration costs and providing a secure, reliable solution that will deliver proven efficiencies to your Authority.
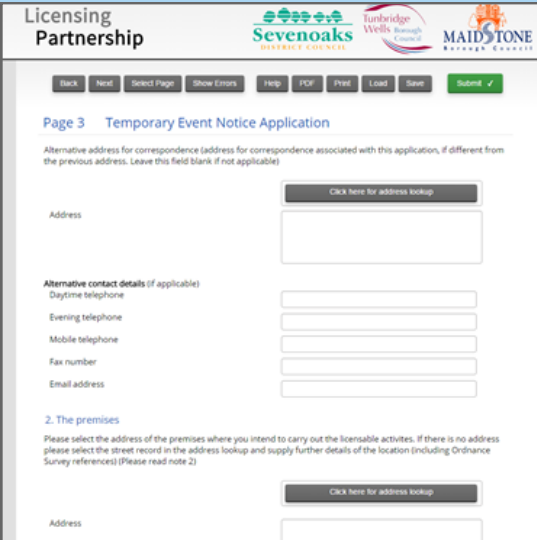
Process	Date/Time		Description	Reference	Action
CAPS	02/11/2015 15:07:44	✅			---Please Select--- / Change Status / Start this / Start all
Refresh	02/11/2015 15:07:45	✅			
PDF	02/11/2015 15:07:46	✅	PDF Created		---Please Select---
Export	02/11/2015 15:07:46	✅	Export File Created		---Please Select---
Email	02/11/2015 15:07:46	✅	Email Sent		---Please Select---
SubmissionResponse	02/11/2015 15:07:46	✅	Response Sent		

[Close]

The Licensing Partnership – Key Facts

- Live in February 2014
- London Borough of Bexley joined the partnership October 2016
- Over 1,000 Temporary Event Notice eForms submitted annually
- 86% of the Temporary Event Notices received are submitted using our online application form
- Use over 40 Forms, including Taxi Licences
- Integrated directly into Idox Uniform with 23 forms
- Payments through own proprietary software
- Developed a wide range of new forms with Victoria Forms including Boating Licences and Taxi Driver Licences

Above: Sevenoaks Temporary Event Notice

"Victoria Forms have been a key part in the transformation of the processes for the Licensing Partnership. Not only has it provided customers with an improved service that is available 24 hours a day, 7 days a week but it has been instrumental in reducing our processing times."

Claire Perry
Licensing Partnership Manager

Please contact us for reference details

For more information please contact us on 01284 701000 or VicFormsSales@VictoriaForms.co.uk