

eForms System for Victoria Forms

Proven Functionality across UK Local Authorities

- ✓ 150+ template, ready-to-use eForms for Revenues and Benefits, kept current with legislative changes and customer recommendations; eForms are reliable, performant and secure
- ✓ In-eForm error checking and data validation, removing most time-hungry completion issues
- ✓ AutoSave feature saves partially filled forms automatically, which can be retrieved using a unique reference code
- ✓ Dynamic Help at question, page and eForm levels, including customised Help function
- ✓ Dynamically-generated evidence checklist, tailored to the applicant's responses given in the HB-CTR Application eForm
- ✓ 13+ years' supported integration (with live customer sites) with all 3 major back-office Benefits Systems supported: Northgate, Capita and Civica
- ✓ Integrated HB-CTR Benefits Calculator, prepopulating customer data captured during the calculation directly into the HB-CTR Application eForm
- ✓ Long-standing integration with all leading Document Management Systems, submitting completed eForms in a PDF/TIFF format, exactly as the eForm looks on-screen during completion; quick for Advisors to navigate to appropriate pages due to familiarity of eForm
- ✓ Attachment of evidence to eForm, which can be automatically added as additional pages to PDF/TIFF image for EDRMS archiving – evidence no longer gets separated from the form
- ✓ Preliminary eForm for capturing initial application enquiry details, immediately saved into the eForms System workflow, customer data captured is then used to pre-populate the HB-CTR Application eForm, when an assisted application appointment is held
- ✓ E-signing support, for use with touch-screen tablet PCs and signature pads; check-box signature option for Authorities that have agreed to this simpler declaration confirmation
- ✓ Offline module for completing eForms offline 'in the field' with auto-synchronisation
- ✓ Live, in-form Risk Based Verification (RBV) integration (where implemented), actively modifying the dynamic evidence checklist for a given customer application, in real-time
- ✓ Quick implementation of either hosted or Council server-based solution, providing immediate returns on investment
- ✓ Over 80 Authorities and Revenues and Benefits customers across the UK
- ✓ In-built support for users (Authority staff or self-serve customers) to convert completed eForms to PDF, print eForms, save part-completed eForms – plus many other features; secure user management, including partner agencies assisting claimants, e.g. LHAs
- ✓ Additional modular elements can be added as required, e.g. integration with back-office Benefits System, other template Revenues and Benefits eForms, multi-form switching, detailed Statistics / Management Information module, etc.
- ✓ Over a decade's experience in working closely with Revenues and Benefits Departments

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Presenting Forms

eForms hosted on the system are presented to users via a link your Council's website, providing a user-friendly eForm on-screen. An administrator may set access to different eForms for internal and external users and for different groups of internal users. All modern web browsers can be used, without any add-ons required.

eForms Configuration

As standard, built into Enterprise Forms Server is the facility for a Forms Administrator to customise the behaviour of each form via user-friendly configuration screens, mostly with simple check-box selections for switching on/off the feature, for a given type of user.

Viewer Branding

As standard, Enterprise Forms Server is supplied with a choice of template viewer/filler interface styles. However, Victoria Forms will supply a styling that will exactly match the corporate branding of your Council.

eForm Styling Tailored for Your Council's Branding

In addition to the Viewer/Filler Interface styled, in line with your Authority's web branding. The eForms themselves can also be branded, even down to the active and inactive field colours, text box shapes, lines, shadowing and much more.

Two examples of both of the above can be seen to the right:

Top – Tower Hamlets Council

Bottom - Basildon Council

Find out more

We're happy to come and demonstrate the full suite of features and capabilities of our eForms System that has become the market leader for Revenues and Benefits Departments across the UK.

The top screenshot shows the Tower Hamlets Council eForm interface. It features a green header with the council logo and navigation links: 'Online Services', 'Contact us', and 'News & events'. Below the header is a row of buttons: 'Apply for it', 'Pay it', 'Report it', 'Request it', and 'MY Account'. A secondary row of buttons includes 'Back', 'Next', 'Select Page', 'Show Errors', 'Help', 'PDF', 'Print', 'Load', 'Save', and 'Submit'. The main content area is titled 'Page 2 | Housing Benefit & Council Tax Reduction Change of Circumstances' and contains a list of examples of changes that may happen, such as 'If you have a child' or 'If you marry, separate, or divorce'.

The bottom screenshot shows the Basildon Council eForm interface. It features a blue header with the council logo and navigation links: 'Home', 'Cookie Policy', and 'Contact Us'. Below the header is a row of buttons: 'Residents', 'Business', 'Leisure', and 'Council'. A secondary row of buttons includes 'Council Tax', 'Housing Services', 'Benefits', 'Planning and Environment', 'Rubbish and Recycling', and 'Street Scene Reporting'. The main content area is titled 'Page 2 | Discounts and Exemptions Form' and contains a section 'Section 1: About You' with input fields for 'Surname or family name', 'Other names', 'Any other names you have used', and 'Title'.