

One Digital

Licensing Solutions

Our flexible online licensing solution provides a library of 17 pre-built intelligent web forms which allow local authorities to offer a self-service solution their citizens and businesses can use to apply and pay for licences online. Customers can choose whether to implement one, or any number of the forms available.

The hosted solution, fully integrated with Capita's One Digital Portal, allows citizens and businesses to start, save and resume licensing applications and check on their progress once they have been submitted, without any requirement to contact the local authority.

All submitted forms are, by default, accessible through the Contact Manager made available to your staff.

This comprehensive contact management solution, already supporting local authorities with local welfare assistance, discretionary payments, new benefit

claims and applications for council tax discounts and exemptions, allows you to deliver assisted digital services by providing customer service staff with access to all forms enabling them to both complete applications on behalf of your customers or even reviewing partially completed forms should the citizen require assistance.

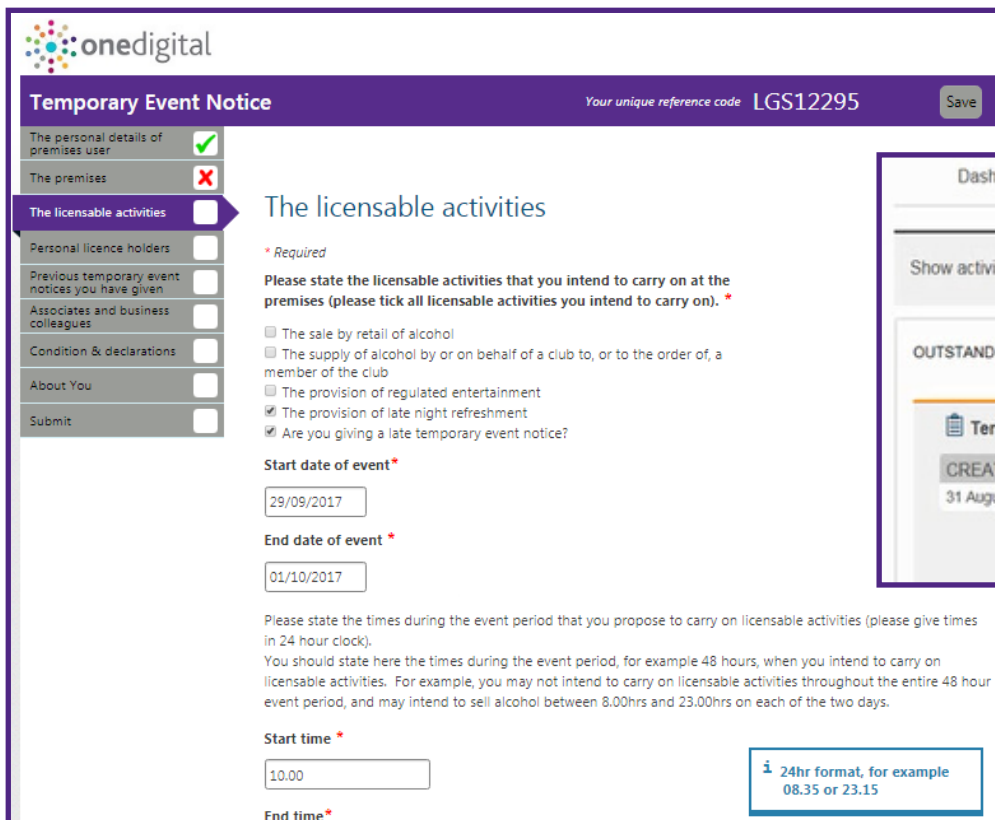
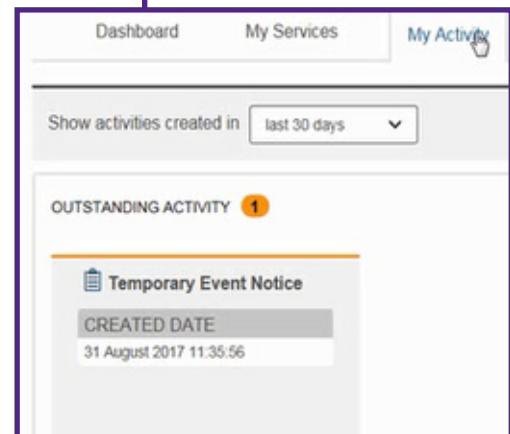
The forms are all designed with a consistent look and feel and can be adapted to match the design of your authority's website.

The 17 Licensing Forms:

- Taxi Licensing Driver Application: new applications and renewals
- Hackney Carriage/Private hire vehicle application
- Hackney Carriage/Private hire vehicle: accident reporting
- Plate Transfer
- Private Hire Operator: new and renewals
- Temporary Event Notice
- New Premises Application
- Premises Transfer including Consent
- Premises Variation
- Premises Minor Variation
- Personal Licence: new
- DPS Change Including Consent
- Street Collection
- House to House Collections
- Small Society Lottery
- Gambling Premises
- Gaming Machine Permits

Key features and benefits:

- ✓ Licensing fees are paid securely online via the out of the box integration to the SCP solution from Capita Pay 360, which you already use to process other council payments, making it one simple, seamless online journey.
- ✓ All forms are integrated with One Digital Portal facilitating pre-population of the customers known details saving them time and following tell us once principles.
- ✓ Integration within the One Digital Portal empowers customers to track the status of their own applications, freeing up your skilled operatives to focus on other priority activities.
- ✓ The Contact Manager gives your staff the ability to assist customers through the application process whilst also providing access to all partially completed or submitted forms.
- ✓ All forms can be output, as a PDF document with indexing data for import into EDRMS.
- ✓ All data can be output in an industry standard XML format to facilitate integration into 3rd party systems. All forms, where appropriate, provide the ability for the applicant to upload supporting documentation e.g. a DBS or Medical Certificate.
- ✓ All forms are capable of being 'Saved' and 'Resumed' at any point of the application process, enabling the applicant to complete them at their own pace, and will send email confirmation to the applicant with details of 'next steps' once they are completed.
- ✓ All forms are fully mobile responsive and consistent in their format and can be styled to match your authority's web site look.

To find out more about Licensing Solutions,
email cssenquiries@capita.co.uk