



Online Forms

for Municipal & County Governments

Make it *really easy* for your citizens, businesses and staff to work with your government

Introducing Victoria Forms

Victoria Forms provides Municipal and County governments with the means to turn all of your existing forms, contracts and permits into fully online processes, for online filling, signing, payment and submission.

Our new software, VF Creator, extends **Microsoft Word**, allowing you to turn all of your existing Word documents into **smart online forms** that work in any browser on desktops, tablets and smartphones (end users don't use Word).

The software has masses of powerful features available to make your online forms as smart and useful as possible - they are *much easier* than a paper or pdf form.

We provide you with a Cloud hosted forms automation system: Enterprise Forms Server, which presents your blank forms, and stores, sorts, searches and processes completed forms, attachments and payments.

With numerous powerful features and add-on modules to draw upon, we provide a system customised for your way of working that can grow and develop as your Municipality's online transformation evolves.

You already know how to use this software

Anyone who is familiar with Word will find this software super easy to use. With an estimated 99% of local government paper and pdf forms originally being created in Word format—it is *really* easy to turn them all into online forms.

This is not a high-risk radical transformation: Submitted forms look exactly the same as your paper forms, and can be printed and processed as before.

Example Form Uses

HR

Job Application Forms
Change of Details
Absence Request
Employment Contract
Timesheets

Public Works

Sign Permit
Driveway Permit

Parks & Recreation Dept

Facility Booking Form
Event Application
Summer Camp Forms

City Clerk Forms

Change of Address
Animal License
Liquor Vendor License
Parking Ticket Appeal Form
Vendor Application
Company Registration

Fire Dept

Operational Use Permit
Application for Fire Protection Permit

Police Dept

Alarm Registration
Non Emergency Incident Reporting
Taxi-Cab Driver Application

City Manager

Street Use Permits
Right-Of-Way Obstruction Application
Block Party Permit
Issue Reporting Form

Planning/Zoning Dept

Building Permit
Occupational Use Permit
Planning Appeal
Pre-Planning Application
Full Planning Application

State/National Government

W4, I-9, W9
Voter Registration

Advantages for Citizens & Businesses

Online forms are easier and quicker than paper or PDFs: Citizens can go to your website (24/7) and complete, sign and submit forms and make payments online—no need for printing, hand filling, and then posting, faxing or hand-delivering paper copies.

Our EForms are intelligent: they help and guide users through the process, simplifying the form wherever possible (disabling non relevant questions and pages), and highlighting errors before submission. Forms can generate dynamic checklists, and automate calculations.

Forms are available for all of your citizens: Forms are fully Accessible for visually impaired and blind users. You can now serve citizens for whom paper and PDFs are unusable.

Useful features: Users can save a part-filled form, upload and attach images and documents, and save a completed PDF copy of the form for their own records.

Advantages for Governments

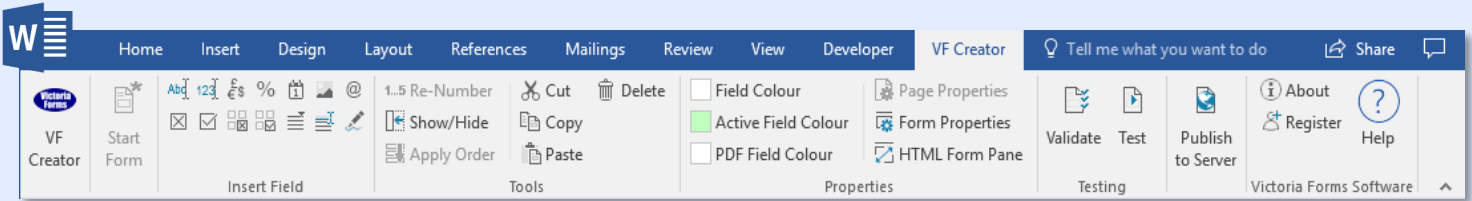
Most importantly, it is easier for your citizens and businesses. And the easier it is for them interact with your government online, the **more they will interact**. Get better, more accurate, information from citizens, and make your website an ever more useful channel.

Make savings with every form:

- Helps users, so you don't have to—reduce unnecessary contact, lessening the burden on staff.
- Staff don't have to deal with incoming post, faxes, and cheques — forms come direct as completed, paid-for, validated PDF files.
- High quality data: Validation ensures that errors and omissions are corrected by the user before you receive the form—typically reduces form returns/clarifications by 70%.
- Easy to read and process — unlike handwritten forms.
- If you have a document system: forms can pass direct as a PDF or TIFF file, without the need for manual scanning and indexing.
- Data can be formatted to pass direct into your back-office systems, without the need for staff re-keying.

Design online forms *within* Microsoft Word

After installing VF Creator, you are presented with the VF Creator Ribbon tab within Microsoft Word. This provides new tools for creating eForms:



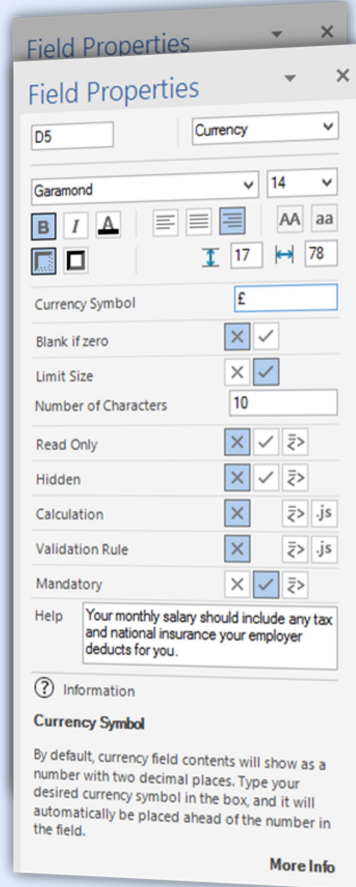
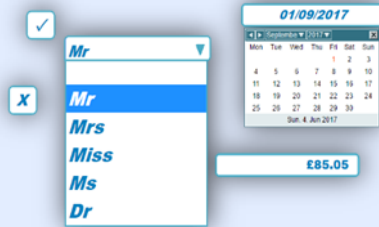
As you design your form, insert and size VF Creator form fields anywhere within the document. Different field types are available: text, number, email, date, percentage, currency, drop-list, combo-box, image, check-box, tick-box, and signature.

Your Name	D1:XXXXXXXXXXXXXXXXXXXX
Title	D3:XXXXXXXXXX
Address	D4:XXXXXXXXXXXXXXXXXXXX D4:XXXXXXXXXXXXXXXXXXXX D4:XXXXXXXXXXXXXXXXXXXX D4:XXXXXXXXXXXXXXXXXXXX
Zip Code	

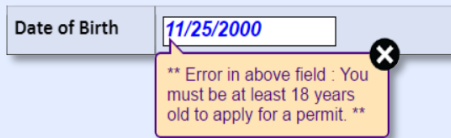
Form Interactivity without Coding

The properties of individual fields are then set to determine how each field will look and behave when it appears in an online form. Properties include:

- Field text appearance (font, style, formatting, colour, border style),
- Add items for drop-lists & combo boxes.
- Set formats for dates and currency fields.
- Display conditions: To help and guide the user, individual fields and/or whole pages can be enabled or disabled according to whether they are relevant.
- Add field-by-field help information.
- Add calculations within the form.
- Add dynamically generated text—you can “pipe” data from one field to another, to prepopulate declaration pages, form summaries, assemble dynamic checklists, sub-forms, letters, certificates and more.
- Insert signature fields for signed, 100%paper-free applications.
- Set validation rules, to highlight errors before the form is submitted.



Rapid design

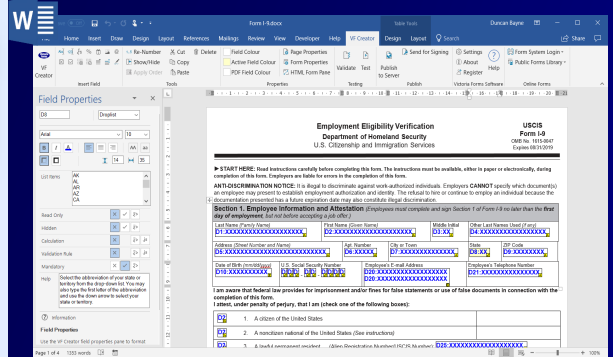


Use Cut/Copy/Paste to move or copy fields, page sections, or groups of pages within your form, or between separate forms. Select groups of fields, and set properties for the group as a whole - all in one go.

Use Word's custom style features to design a corporate-wide style, and keep design consistency across different departments within your government.

Extending Word

Microsoft Word is open software. Third-party developers are actively encouraged by Microsoft to write programs to extend its features. These software products are called Word Add-Ins.



Victoria Forms has created a Word Add-In which, once installed, extends Word with new tools that allow you to create eForms *within* Word. When forms are published, our server software converts them into online forms that your end users can fill in on any device, in any browser – they *don't* need Microsoft Word.

There is no other forms design software on the market that works like this.

All Word features are available

Word has been developed continually by Microsoft since 1981 - 37 years!

It is without doubt the very best software for creating documents – it is used by the vast majority of organisations, and nearly all professional workers can already use this software.

Using Word, when designing a form document, you can take advantage of the vast array of Word's features, such as fonts formatting, tables, shapes, lines, images, document styles, page layouts, spelling and grammar checking, version tracking, and so much more, ensuring your forms look just how you require.

EForms for your End Users

Once you are happy with your form (you can test as you go) your VF Creator forms can be published to your Victoria Forms online Forms System at the click of a button.

Your Word documents are now converted into fully online forms: accessible via a link placed on your website or sent by email. Users fill, sign, and submit forms in any modern browser on any device.

Fixed Layout

You can choose for the form to appear with a fixed layout (*as above*) with the onscreen form appearing exactly as it does within Word or on paper. The form faithfully reproduces the layout as you intended.

Web-Form Layout

All forms can also be output as more traditional “website” forms (*see below*). Here forms are displayed with a simplified layout, with an appearance that can take on a stylesheet, to exactly match your website.

The web-form layout is responsive, and adjusts to fit the size of the screen. On smartphone devices (*above right*), text and fields adjust to a simple single column layout—no zoom or horizontal scrolling is required.

Extra Features

Forms have the features and intelligence you set at design time, helping and guiding your users through the process.

- The form checks itself for errors before submission, ensuring only high-quality data is captured.
- Registered and unregistered users can save a form for later completion.
- All completed forms are available in PDF format as a faithful reproduction of the original form, for viewing, permanent storage, and – if you want – printing.
- Data extraction—form data can be assembled in a useful format, suitable to upload into your other systems (e.g. CSV & XML), avoiding the need to re-key data.

Complementing Paper

Today, many municipal government departments use paper-based methods for dealing with forms and contracts.

Although this has disadvantages (moving paper is slow, prone to error, and is inconvenient for citizens and businesses) paper processes have compelling advantages:

- Forms are designed and amended at will by the Department themselves—staff who administer the forms keep control of the process.
- Paper forms can be integral to administration: They can be placed in different work-trays, staff can complete “official use” sections, copies can be sent to other parties, and they can be filed, for a reliable, permanent record.

The shift to web forms has previously meant that a department would lose control of the form design process, and the output of web forms (essentially a plaintext list of answers) would be much more inconvenient to administer.

Improving on existing processes

With VF Creator, rather than outsourcing to specialist web-designers or overworked IT staff, eForms can be created and updated *within* city departments, by department staff who can keep complete control over the content.

When eForms can be created in hours, not weeks, this brings new opportunities for efficiencies, organisation responsiveness, and potential for gathering all sorts of useful data.

Since VF Creator forms can be printed and filled by hand, where you need, you can continue with the paper channel alongside your online forms. With one form design being used as both an online version and the paper version, there is no increase in work in maintaining paper and online processes in parallel.

All completed forms are presented in a PDF format, that can be printed or imported into a document system. Completed online forms look just the same as your existing paper forms, and are just the same to work with.

Accessibility

Both the fixed layout and web-form layout are accessible, meeting Federal Section 508 requirements, and can be read by screen reader software used by visually impaired and blind users. Forms are designed to meet the WCAG AA accessibility standard.

Enterprise Forms Server

All blank, part-filled, newly submitted, and archived forms are stored in a secure forms management system: Enterprise Forms Server, provided as part of the solution. This powerful system presents, stores and processes your forms, and integrates with back-office systems.

Form Library

All of your forms are available either via a direct link, or they are placed in categories, with descriptions in the form library. You can link to the library page within your website—providing users with a single place to find all of your forms.

User Management

Access to the system is controlled by one or more administrators who setup, suspend, or delete users. Different levels of system access are configured separately for each user.

Access to blank forms, part-filled forms, and submitted forms is set for each user.

Users may be designated as “experts” for particular forms, giving them access to enhanced features of forms, for example:

- Overriding forced error checking, to allow submission of forms with errors or omissions, or bypassing online payments.
- Enabling “official-use” areas of forms and to be filled by designated staff only.

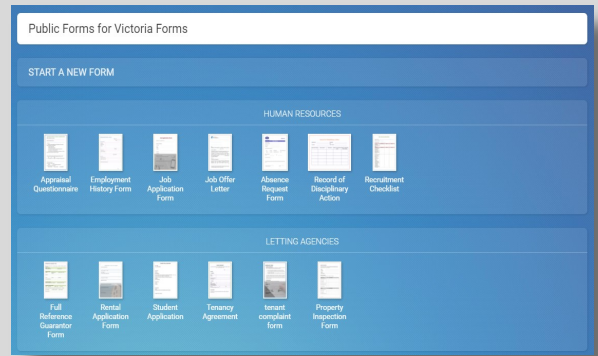
Form Database

All part-filled and completed forms are stored within a database, where they can be sorted, searched, viewed and processed. Forms can move through a workflow from new forms, to forms being processed, to archived forms.

Automated Notifications & Receipts

Upon submission of a completed eForm, a customer can be notified of their successful submission with a customised on-screen message and an email sent to the email address provided in the application. The body of the email can include dynamic content specific to the customer’s application, e.g. their name, date and time of its submission, as well as additional steps that they will be required to take in order to complete the application process— this is all customisable by your organization.

Notification emails can also be sent to department or individual email addresses.



Enterprise Forms Server: Form Library



Dashboard: Shows overview of form processing

ID	Form Name	Reference	User Group	Form Category	Submitted	Updated
1300	Traditional Agreement (8/18)	King James	Default Group	Traditional Chinese	08/12/17	08/12/17
1674	Rental Agreement Form	Phylicia Taylor	Default Group	Miscellaneous	08/12/17	08/12/17
1720	Rental Agreement (Special Cases)	Magdon Lee	Unregistered	Miscellaneous	08/12/17	08/12/17
1802	Rental Parking Permit (8/18)	Alison Jarvis	Unregistered	Traditional Chinese	08/12/17	08/12/17
2100	Agreement for Purchase of Properties	Davidson Ochi	Unregistered	Miscellaneous	08/12/17	08/12/17
2124	Marketing Questionnaire	Daniela Allison	Unregistered	Recruitment Agencies	08/12/17	08/12/17
2130	Employment History Form	Yvonne Decker	Unregistered	Human Resources	08/12/17	08/12/17
2142	Direct Data Information	Steve Williams	Default Group	Miscellaneous	07/12/17	07/12/17
675	Recruitment Checklist	Lynette Ochoa	Unregistered	Human Resources	07/12/17	07/12/17

Form Database: Storage & retrieval of filled forms

The Technology

System Hosting Options

The system is hosted by Victoria Forms, on dedicated servers in the highly secure and reliable Microsoft Azure Cloud, located in the United States.

For the largest organisations, that have in-house server infrastructure, we can provide a self-hosted solution. This runs on Windows Servers (2012+), with data stored in a Microsoft SQL Server database (2012+).

Word Add-In

The VF Creator Word Add-In requires Microsoft Word, version 2007+, running Windows 7+.



90 percent of Fortune 500 businesses run on the Microsoft Cloud

Enterprise Forms Server

The system is managed through a web-based interface that works in any modern web-browser.

Add-on Modules

Victoria Forms has developed an extensive range of add-on modules for Enterprise Forms Server (EFS). These can be setup and tailored to a meet a wide variety of your government's requirements.

Document System Integration

As standard, Enterprise Forms Server (EFS) generates a PDF or TIFF file that can be sent to a document system via email or manual upload. To automate this process, EFS can generate detailed indexing information based on eForm data and external lookups. This automates the assigning of the form PDF or TIFF to the correct record within the document system without staff intervention.

Attachments



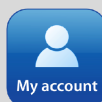
Image and PDF files can be attached to forms prior to submission, including photos taken with a smartphone as the form is being filled in. These files can also be added to the form PDF file as additional, labelled pages.

Back-Office XML Data Export



Our XML exporter add-on converts form data into XML data. The system can generate XML files of a structure that follows complex XML schema. Data can pass into back-office systems and be sent to third-party web-service APIs. This replaces the need for manual data entry.

CRM / Customer Account Integrator



If you run a CRM or a Customer "My Account Portal". Our CRM integrator facilitates: authentication of users, pre-population of forms with customer data, access to part-filled forms from within the CRM/Portal screens, and updating of the customer record with information about form submissions.

Synchronised Offline eForms Module



The Offline eForms capability enables fully offline use of eForms on laptops and tablets. EForms may be opened, filled, E-Signed, and saved, all while offline. Synchronisation of completed eForms occurs automatically when the user is next connected via the internet or municipality network. This module is typically used by staff or partners who work out of the office e.g. premises inspections, citizen home visits and more.

In-Form Lookups

As the form is filled-in, triggers within the form initiate lookups that assist the user in filling certain fields e.g. Address searches, bank account & sort-code validation, business directory searches, customer ID searches, etc.

Payment Integration

With our Payment Processing Module, forms can be setup to calculate a fee dynamically: based on information entered on the form. On submission the user is taken to the payment gateway of your choice. The user enters their card details, and payment is taken. EFS tracks the process at each stage, and can follow different business rules for each type of form.

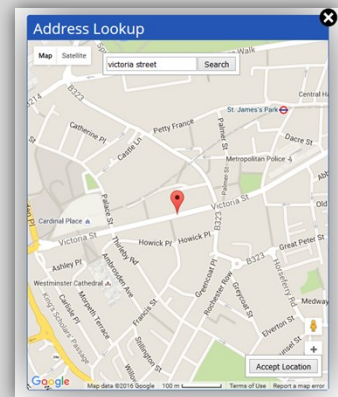
Send for Sign

Send a link to a form to an individual user via email. On opening, the form will be prepopulated with their details. The system automates reminders if they fail to complete the form. This process can be initiated *within* Word: add a signature field to a contract, and then send it to the recipient for signing.

Campaigns

Send a form to an Excel list of users to complete e.g. All of your alcohol licensees, or all of your seasonal staff. The system automates reminders and allows you to track the campaign all in one place.

Map Integration

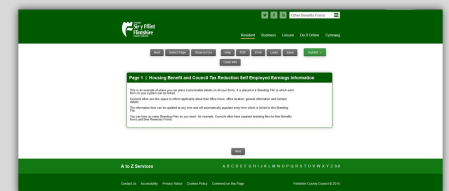
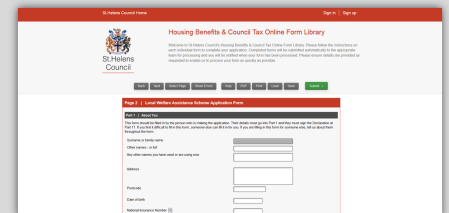


Place a map field *within* a form page. Allow your users to pinpoint geo-locations as part of the form process. E.g. reporting potholes in a road or the location of a planning violation. Works with Google Maps API.

Advanced Statistics Reports

Build reports to extract different types of data from forms. The data is assembled in Excel files that can then be analysed in all manner of ways.

Branding - CSS, Web-Page hosted viewer.



The form viewer/filler interface can be branded to match your website, for a seamless user experience. For our web forms, form pages can take on the stylesheet from your website, so forms look exactly as you wish.

SMS Messaging

For retrieving part-filled forms, users can be sent a unique code to retrieve a form by SMS messaging.

Customer Examples



City of Westminster

Westminster City Council

Council covering central London – the largest licensing/permitting authority in the UK, serving a population of 980,000 residents and workers. Key Features:

- 50+ fully integrated bespoke licence forms (covers alcohol sale, street-trading, rental housing, building licenses). Integrates with licencing back-office systems. Includes dynamic fee calculation, online payments and integration with internal accounting systems.
- Pre-planning applications with submission of plans and online payment.
- Planning Enforcement: Customers can view live maps of ongoing complaints and add comments, or report new issues using a map built into the form.

Licensing Partnership

The Licensing Partnership

Organisation formed by 4 councils (covering 400,000 citizens), to manage their licensing processes. Key features:

- 70+ License related forms, integrated with document system.
- 30+ License applications and renewals that integrate with back-office licensing system (no rekeying of data).
- Licensing payments including for Taxicab forms
- Link up to local police forces (for commenting on alcohol related licenses)



North Yorkshire Police

UK Police force serving 813,000 citizens in the North of England.

- 40+ online forms, including highly complex, statutory central government UK firearm application forms (form 201).
- Payment Integration.
- Forms are imported into Sharepoint workflow.



London Borough of Waltham Forest

Unitary municipality serving 275,000 North East London Citizens.

- Conversion of 50 page form package, covering multiple benefit applications and sub-forms, into a single super smart user-friendly online form, including 1,000+ form fields!
- Welfare claim form processing includes advanced data analytics and anti-fraud analysis, to identify high risk applications and generate dynamic upload evidence list at point of submission
- Full Back-Office integrations for automated data import.
- Integration with UK Government Inland Revenue webservices.



Isle of Anglesey County Council

Serving 70,000 citizens on the Isle of Anglesey off North Wales:

- 50+ forms available in both English and Welsh Language.
- Submitted forms are printed, processed and archived as paper.
- If relevant, form workflow includes notification to other regional agencies, including welfare support organisations and North Wales Fire Service.
- HCTB Calculator form—calculates benefit entitlement with highly advanced calculation condensing a 600 page policy document into a single online form/calculator.



Ashford Borough Council

Borough Council, in South East of England, serving 74,000 residents.

- 100+ Forms, including some highly advanced tax related forms
- Conversion of paper Housing Welfare form, including highly multi-threaded back-office integration - calling multiple APIs, to handle complex tax and welfare processes.
- 40,000+ forms submitted per year.
- Mobile working: Offline forms module for use by visiting officers.



Northern Ireland Housing Executive

NIHE provided Housing & Welfare related for services to 1.7m Northern Ireland Citizens:

- Fully bespoke Welfare Benefit Claim form
- Includes custom back-office integrations with bespoke financial welfare system.
- All forms archived and stored as completed PDFs in bespoke document system.



Folkestone and Hythe District Council

Project to automate welfare service, and tax collection department, in partnership with International IT services company—Sopra Steria.

- Fully integrated with back-office systems (no re-keying, or manual scanning).
- SMS messages for form users.
- Live check of bank account compatibility for Direct Debit process
- March 2018, Folkestone & Hythe District Council Revenues & Benefits Department won the iESE Transformation Project of the Year award.

Please contact us to find out how we can tailor our form system to meet your needs.

About Victoria Forms

Victoria Forms was established in 2003, supplying high-end electronic form systems and services to the UK government market. We now supply more than 100 UK state sector organisations, including 1 in 4 UK municipal governments.

In the UK local government implement a wide range of government tasks and manage 30% of all UK government spending. Our eForm system is used for an extensive set of government tasks both for on and offline use, including: Business licensing & permitting, Policing, Tax Collection, Grant applications, Welfare Assessment, Environmental Health & Waste Services, Social Housing Provision, Planning, and Building Control. We are a registered supplier to the UK Government under the Crown Commercial Service GCloud framework.

We integrate with a wide range of systems, including those provided by: National Government (Inland Revenue), Capita, Civica, Northgate, CallCredit, Experian, Xantura, Kana / Lagan, SAP, Idox, Agilisys, Microsoft Dynamics, Sharepoint, as well as a wide selection of bespoke systems.

Working with us, our government customers have won numerous awards, most recently in March 2018—Folkestone & Hythe District Council Revenues & Benefits Department won the iESE Transformation Project of the Year award.

VF Creator for Word was developed as a simple way for organisations of all sizes to create powerful online forms. Formally launched at the start of 2018, this software builds on 14 years of experience in implementing eForm systems. It is a genuinely unique and innovative product, that is subject to worldwide patent applications.

Our Head-Office is in Bury St Edmunds—a historic town near Cambridge, England. In 2018 we have opened an office in New York, United States.



The Americas

Victoria Forms
4th Floor
57 West 57th Street
New York
10019
United States

Tel: +1 (646) 586 2431

Head Office: Europe

Victoria Forms
Sentry House
Northgate Street Business Park
Bury St Edmunds
Suffolk
IP33 1HP
United Kingdom

Tel: +44 (0) 1284 701000



Web: www.VictoriaForms.com

Email: VFsales@VictoriaForms.com

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