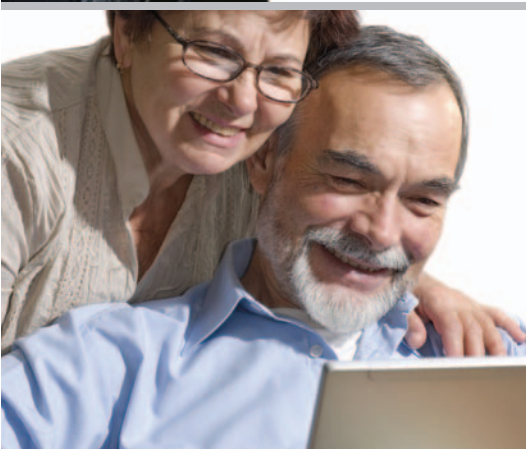




UK Revenues and Benefits Electronic Form Solution





Introducing Victoria Forms

Established in 2003, Victoria Forms is a leading provider of high-end eForm technology and custom form applications. Our new technology is unique in providing professional, 100% reliable eForms.

Our software is developed in partnership with Wolters Kluwer (North America). In the US, our eForms software is used by 16,000 organisations in banking, mortgage lending, healthcare and insurance.

Introducing our eForm Solution

Victoria Forms is pleased to introduce a ready-made Revenues and Benefit Electronic Form solution to UK councils.

Our eForm system allows your team to replace or complement the use of paper forms with intelligent electronic forms and documents throughout your department.

We provide a ready-made library of 60+ Revenue and Benefit forms which are all branded to your authority, streamlining all aspects of your administration. Central to the library is our intelligent HCTB/LHA form and integrated Benefit Calculator.

As standard all forms are available to your staff, partners and customers, in whichever scenarios you choose to use them:

- On your website for access 24/7.
- For use during telephone claims.
- For face-to-face interviews with staff and intermediaries.
- On visiting officer laptops, for 100% offline mobile working.
- Running on Kiosks in your council one stop shops.

Working with our customers and with system suppliers, since our first successful online Benefit claim form implementation in 2003 (the first in the UK) we have steadily improved and extended our product offering, adding more and more features to streamline the way your department works. Our customers are assured that our solution is by some considerable distance, the most powerful, user-friendly, and flexible eForm system on the market, while also being one of the most affordable.

Please visit our website www.VictoriaForms.co.uk for further information and contact us to arrange a demonstration.

Revenues and Benefits eForm Library

In collaboration with over thirty authorities, our design team has created a library of 60 electronic forms covering all aspects of the work of UK Revenues and Benefits departments. Forms are hosted by our Enterprise Forms Server and are presented in a user-friendly on screen library. The forms offer the full range of features available with our eForm technology – the sophisticated appearance of a paper form, interactive help and guidance as the form is filled in, error checking, offline reliability, online submission, document system integration, and so on.

We maintain a library of the latest form files on our website – our subscribers have access to the whole library and may download the forms they choose and upload them to their own Enterprise Forms Server where they can be configured and branded how they wish. Forms include:

BENEFITS (32)

Preliminary HCTB/LHA claim
LHA/HCTB Claim Form
Pre-Tenancy Determination
Shortened HCTB for Pensioners
Shortened HCTB Form for Hostel Residents
HCTB Change of Address - Portrait
HCTB Change of Address - Landscape
HCTB Return to Work
Discretionary Housing Payments
Self-Employed Earnings Form (2 types)
Landlord (Agents) Declaration - Proof of Rent Charged
HCTB Change of Circumstances (Short)
HCTB Change of Circumstances (Standard)
HCTB Review - Portrait
HCTB Review - Landscape
HCTB Claim Form (Anglia version)
Certificate of Earnings
Direct Payment Bank Details
Sharing Information With Landlord
Direct Payment To Landlord
HCTB Back-Dating Request
HCTB Declaration Form
Ethnic Survey
Second Home Form
Habitual Residency Test
Certificate of Benefits
Accommodation Details Form
Second Adult/Non-Dependant Form
Authority to disclose
Appeal Form
Evidence Checklist

REVENUES (18)

Council Tax Direct Debit Mandate

Council Tax Disabled Relief
Council Tax Occupation Form
Council Tax Vacation Form
Council Tax Discount - Severe Mental Impairment
Council Tax Discount - Single Occupancy
Council Tax Discount - Student
Council Tax Discount - Care Home Resident
Council Tax Discount - Care Worker
Council Tax Discount - Persons in Detention
Council Tax Discount - Hospital Patient
NDR Discretionary Rate Relief
NDR Occupation Form
NDR Small Business Rate Relief
NDR Vacation Form
Council Tax Exemptions
Council Tax Discount (General)
Council Tax - Change of Circumstances

FRAUD (10)

Report Undeclared Work
Report Undeclared Money
Report Undeclared Property
Report Not Resident
Report Undeclared Other Income
Report Tenancy Related Fraud
Report Partner in Household
Report Single Person Discount
Report Other Fraud
Report Fraud (DWP version)

GENERAL (3)

Contact Us
Request A Paper Form
Complaint

Note: We are providing a growing number of our forms in Welsh Language versions.

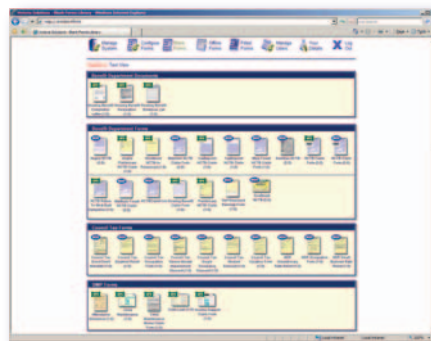
Subscriber Community

We work in collaboration with our customers to keep forms updated, make improvements to existing forms, and add new forms to the library where our subscribers make a request.

National Benefit Forms.

For authorities that are engaged with Joint Working with other government departments (including The Pension Service) we supply a growing number of forms:

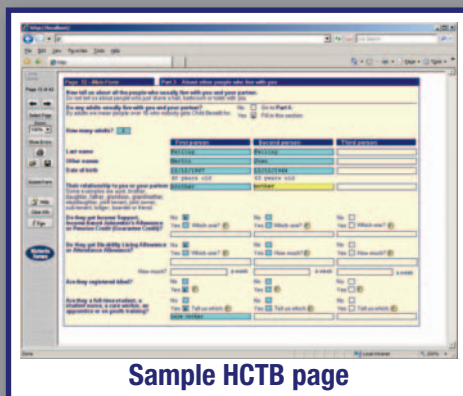
- Attendance Allowance
- Pension Credits
- Child Maintenance Bonus
- Community Care Grant
- Crisis Loan
- Disability Living Allowance
- Free School Meals
- Income Support
- Initial Needs Assessment
- School Uniform Grant



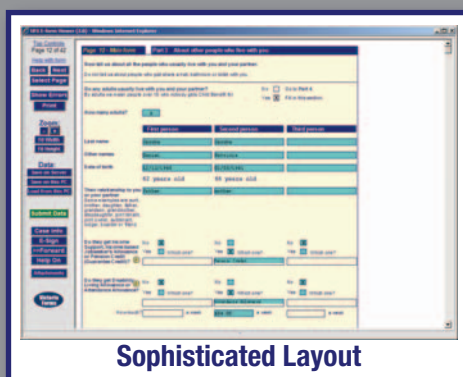
Custom / Bespoke Design.

We often customise our standard forms for customers who have particular preferences. We also design forms from scratch based on your own specifications. We have a successful track record of designing custom/bespoke HCTB forms.

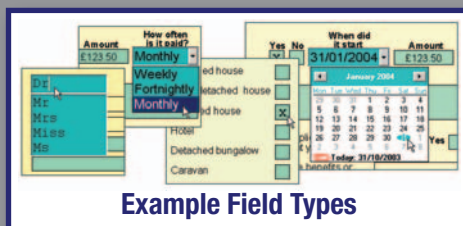
We also supply eForm design software and training to allow you to design powerful eForm in-house.



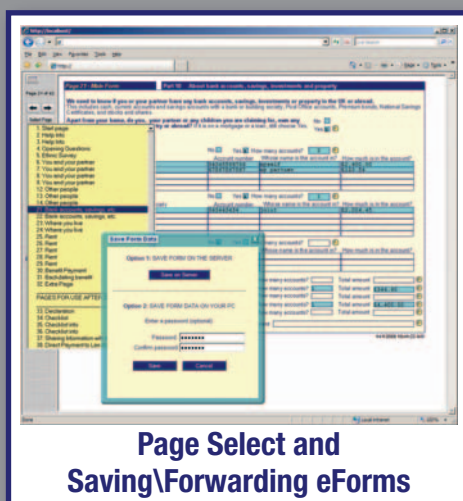
Sample HCTB page



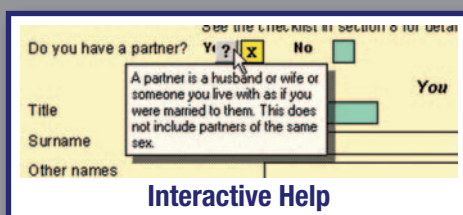
Sophisticated Layout



Example Field Types



Page Select and Saving/Forwarding eForms



Interactive Help

Electronic Housing Benefit Claim Form

The centrepiece of the forms library is our ready-made HCTB/LHA claim form. On screen and when printed, the form looks virtually identical to the national model form provided by the DWP, and approved by the BFI and the Plain English Society. This form will already be familiar to your staff.

The most important factor in the success of an eBenefit project is the quality of the user experience of form filling. If it is poor, users will revert to using paper forms. With assisted claims, where interviewers are repeatedly using the eBenefit form, it is essential that they have full confidence in the reliability of the product and that the software in no way hinders their ability to do their job. Our eForm technology has been developed and refined over twenty years to meet the highest standards of professional users.

Sophisticated Form Appearance

The form opens up within a web-browser, which requires no additional software. On screen the form shows the sophisticated graphics, text and layout of a paper claim form. And like a PDF, the form pages remain 100% consistent across different browsers, operating systems and user settings. Users are provided with a zoom option to adjust the size of the form on screen to suit their preferences.

Interactive Help

Pages of help text and information about housing benefit are available at the touch of a button. As the user fills in the form messages appear on screen to help and guide them.

Uniquely Reliable

The form is opened online, but filled in and saved independently of the web server, and so is immune to internet slow downs, broken connections, and stalled servers. This feature is unique to Victoria Forms, and so we are the only supplier that can offer an internet form that is 100% reliable.

Error Checking that works *with* the user

Error checking is only initiated when chosen by the user. The form then checks itself for errors, highlighting mistakes and omissions, before the form is submitted to you. Result: far fewer returns and faster processing. Our customers typically find that our eForms reduce returns by 80%.

Saving and Forwarding Part Filled Forms

If they wish, users can save a part-filled form on their desktop or on the server. This file is password protected. Telephone advisors may also part complete a form and "forward" it to the customer for checking and completion.

eForm Design Software

Victoria Forms provides specialist design software for creating rich, detailed, professional looking forms and documents. The forms design software package consists of two elements:

From Graphics Designer - is a WYSIWYG (What You See Is What You Get) form graphics package used to design how eForm pages appear on screen and on paper. Using this powerful design tool, pixel perfect copies of existing paper forms can be created rapidly and with ease.

Featuring Editor - This is used to define the interactivity of forms. Add drop lists, currency fields, date fields, calculations, display conditions, business rules, scripts, validation rules, help text, etc., to provide a rich user experience.

Intelligent Questioning

The form continuously monitors what the user enters and instantly turns pages and individual questions on or off, ensuring that users only have to fill in parts relevant to them – the form will actually prevent them entering information they don't have to. Result: a long complicated form is made much simpler and quicker to fill in.

Super Fast

Form filling is very responsive, with movement from page to page occurring in under 1 second. Experienced users move through the form from one relevant question to the next using the keyboard only, following a route that is most natural for interviews. Interview staff are now working through claims in just 20 minutes on average - half the time of competing products.

Declaration

The form creates a single declaration page for printing in consistent quality. Claimants print, sign and post this to you or you print and send it out to be signed.

Evidence checklist

A customised evidence checklist is created dynamically as the claimant fills in the form. This lists the evidence the applicant must provide along with their claim (details of investments, self employed accounts, etc.). With this information presented clearly (the list can be printed), it acts as a helpful reminder, greatly reducing the number of claims that have to be queried due to incomplete information. Two further pages provide details of what is acceptable as evidence. Authorised users can edit the checklist to add/remove text e.g. if a claimant has brought some evidence to a face-to-face interview.

Supplementary Forms

Certificate of Earnings, Bank Details and Proof of Rent forms are presented with the applicant's details, ready for printing.

Electronic Signatures

For face-to-face interviews, claimants may sign the declaration on an electronic signature pad for 100% paper free applications.

Printing and PDF copies

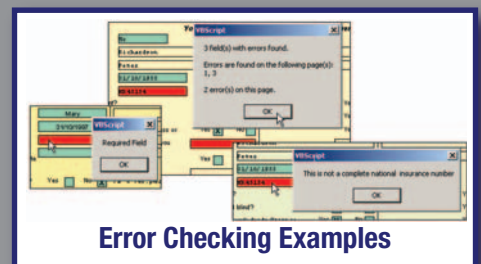
For their own records, users may print a copy of the form or the system can create a perfect copy in PDF format.

Enterprise Forms Server (version 3.0)

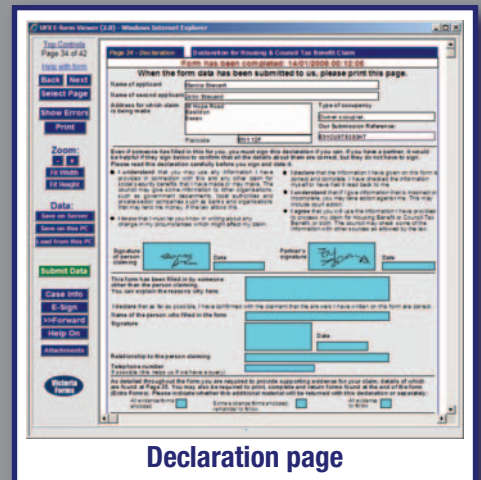
Enterprise Forms Server is our system designed for hosting and processing eForms, managing users and data, and is suited for intensive eForm applications within any organisation, whether in banking, insurance, healthcare, mortgage lending, or government. A full installation of Enterprise Forms Server is included as part of our eBenefit solution. The system is suitable for hosting small volumes of forms right up to handling many thousands of form submissions per day. Enterprise Forms Server provides numerous features that extend the usefulness of eBenefit claims.

Form Management

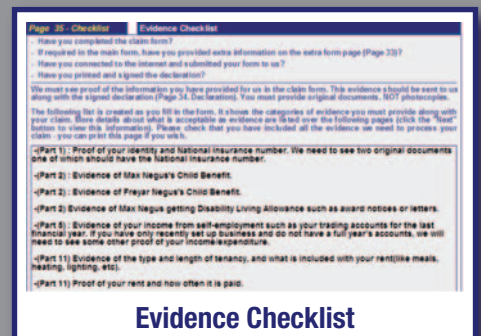
Saved forms, forwarded forms, newly submitted forms, and archived forms are stored in the system database. Forms may be listed, sorted, searched and categorised in a user friendly manner. From here individual forms may be opened, viewed, edited, printed, and exported.



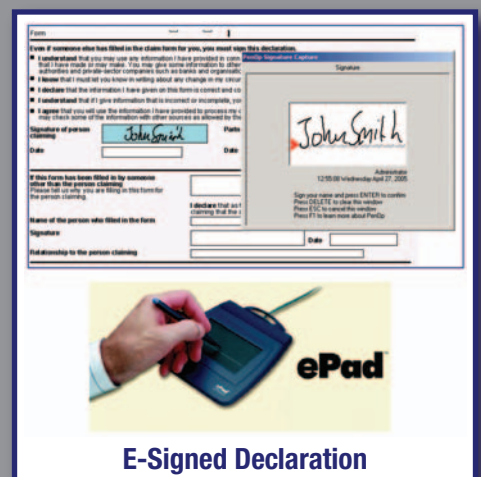
Error Checking Examples



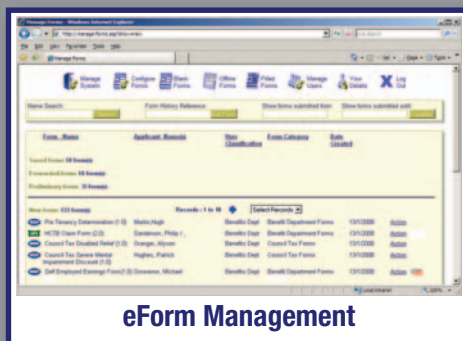
Declaration page



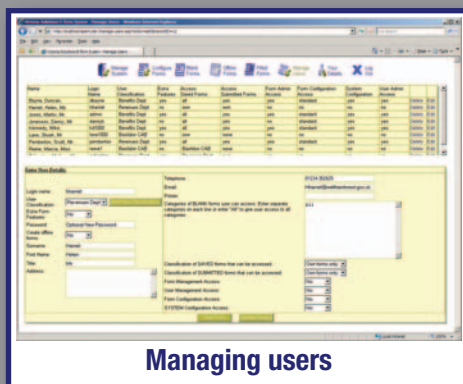
Evidence Checklist



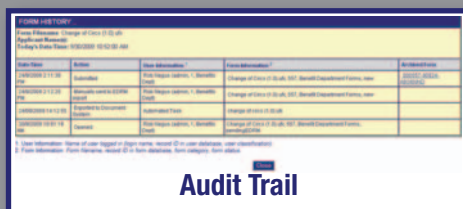
E-Signed Declaration



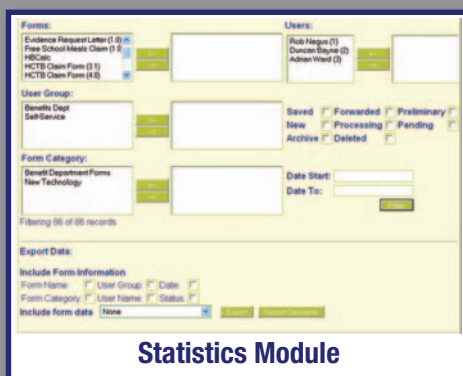
eForm Management



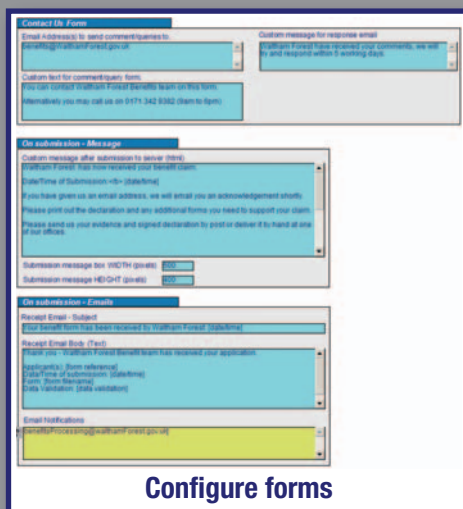
Managing users



Audit Trail



Statistics Module



Configure forms

Preliminary Forms

Often, for assisted claims, at the first time of contact, the customer is not ready to go through a full claim form. Enterprise Forms Server presents advisors with a preliminary form to gather the pertinent details of a customer's case, which are then stored on the system. These details then populate the main form when the interview is completed in full.

User Management

The user management screens allow an administrator to view, create, edit and delete user profiles. The administrator can control user access to different categories of blank and filled forms, as well as access to advanced features such as E-signing and offline form creation.

Audit Trail

The system tracks each person's use of forms. All changes to forms they make, and any viewing of submitted forms is recorded. The case history of every form can be checked to see who has viewed it, and who has made a change. Each change is recorded to provide a snapshot of a form before and after a user has accessed it.

Form Configuration

Administrators are able to control many aspects of each type of form through user-friendly configuration screens. Configurable features include:

- Email notifications and receipts.
- Bespoke submission confirmation messages.
- Custom help pages for each form.
- Setting forced error checking – forms may or may not contain errors when submitted, it is up to you to decide.
- Deciding whether forms are published or not. There are two libraries – one for registered users and one for the public.
- Turning E-signing on and off.
- Adding a detailed description to appear beside each form in the blank form library.

Form Switching

When a user presses the “switch form” button a menu will pop up showing the forms that data can be carried across to.

A typical scenario: after completing a benefit claim form; the customer could also apply for free school meals, fill in a self-employed earnings form, report an environmental problem, request a new recycling box, etc., without having to re-enter information.

Instead of giving the customer a number of paper forms to complete and send to different departments, the customer's details can be switched to the relevant forms and sent electronically.

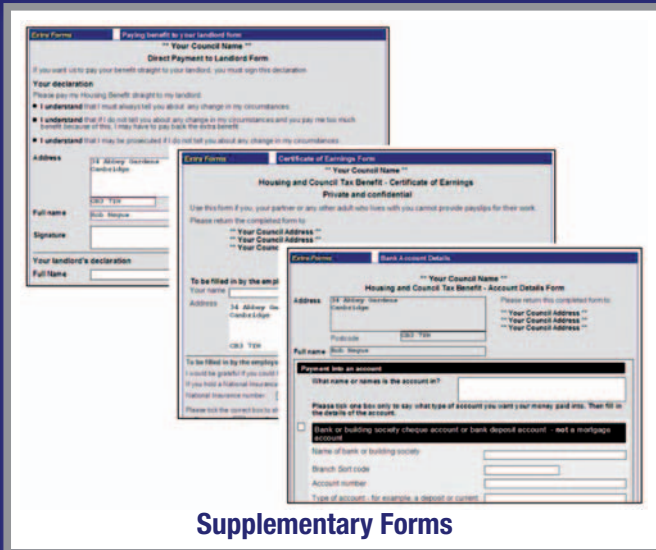
This technology helps to meet the governments message, “Tell us once”, and allows joint working at a single point of contact.

Mobile eForm Generation

Authorised users may create offline versions of forms, and download blank and partially completed forms to their laptops or tablet PCs for mobile working. Forms are opened, filled and saved offline. Data can be submitted to the server whenever an internet connection is available. The system ensures that users do not continue to use obsolete forms.

Text Form Generation

For blind and visually impaired users, Enterprise Forms Server generates simplified text only versions of forms. Forms are compatible with screen reading software as used by blind users.



Supplementary Forms

Document System Integration

Forms are converted to either PDF or TIFF files for importing directly into your document system. Our own system tracks each case and indicates where it is in the document workflow. In many cases we are able to integrate with the standard systems – no additional software is required.

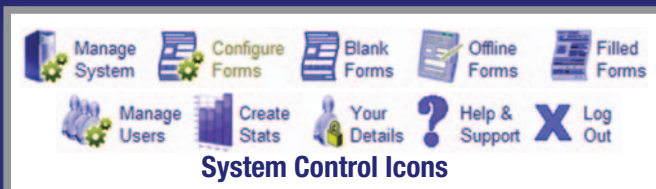
Benefit System Integration

Victoria Forms is actively working with benefit system suppliers, and we are participating within the National Benefit project's working group for designing and improving the national standard for benefit data.

Our add-on XML system integrator module converts form data into XML files of a format specified by the national standard. The system then exports this to benefit systems from Capita, Northgate and IBS\Civica. Following approval, data will pass directly into the assessor's screen, without the need for re-keying of data.

Photo Evidence Collection for Mobile Working

Our evidence collection module allows documents to be digitally photographed when a form is used in a mobile environment. Image files are then labelled and attached to the form. When the form is submitted, the attached images are also submitted and stored in the

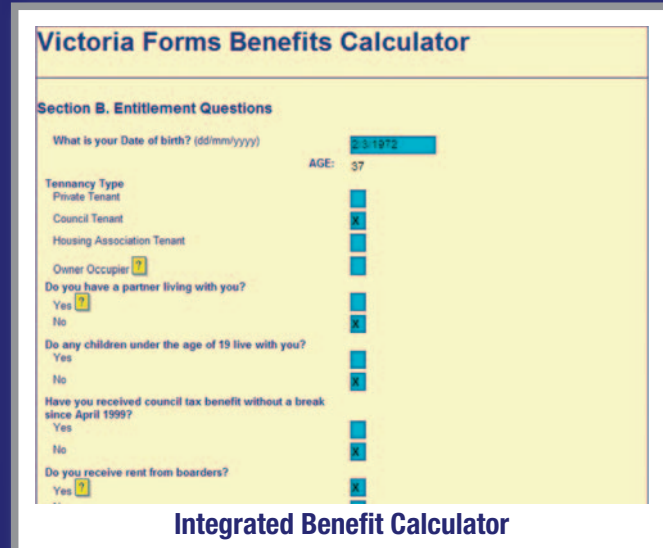


System Control Icons

database as part of the same record. Images are then exported to the document system along with the form as part of a single case.

Benefit Calculator

Information entered in the calculator will, where relevant, be carried forward to populate the blank HCTB Claim form.



Integrated Benefit Calculator

The benefit calculator is easy, fast and accurate. Questions and pages slide open if required or remain hidden if irrelevant.

Form Pre-Population

Where case data is extracted from the benefit system in an open text format, our data importer module can pre-populate forms with known data, for both online and offline use. When populated with a document system reference, on export the document may be indexed automatically. This system is particularly useful for Review and Change Event forms.

Address Finder

Addresses can be picked from the Councils LLPG instead of expecting users to type in the whole address. This also ensures that the customer lives within the area and the data is accurate and complete. The UPRN can be returned and stored in the background to help index the form when integrated with document management and Benefits systems.

Comments/Post-it Notes

Customers and staff can add comment boxes to the form. These look similar to post-it notes and an unlimited number of these can be used on each form.

Text Messages/Emails

Messaging allows users to keep in contact with customers via email and/or text messages. Customers can be sent reminders if saved forms have not been completed.

Our Customers

Our UK local government customers

A growing number of UK councils have selected our software to streamline form administration in their Revenues and Benefits departments. Our Customers include:



Victoria Forms

Advanced eForm Solutions

Victoria Forms
The Stable Block
Angel Corner
8 Angel Hill
Bury St Edmunds
Suffolk IP33 1UZ
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