



# LICENSING & TRADING STANDARDS

POST COVID COUNCIL

## Pre COVID

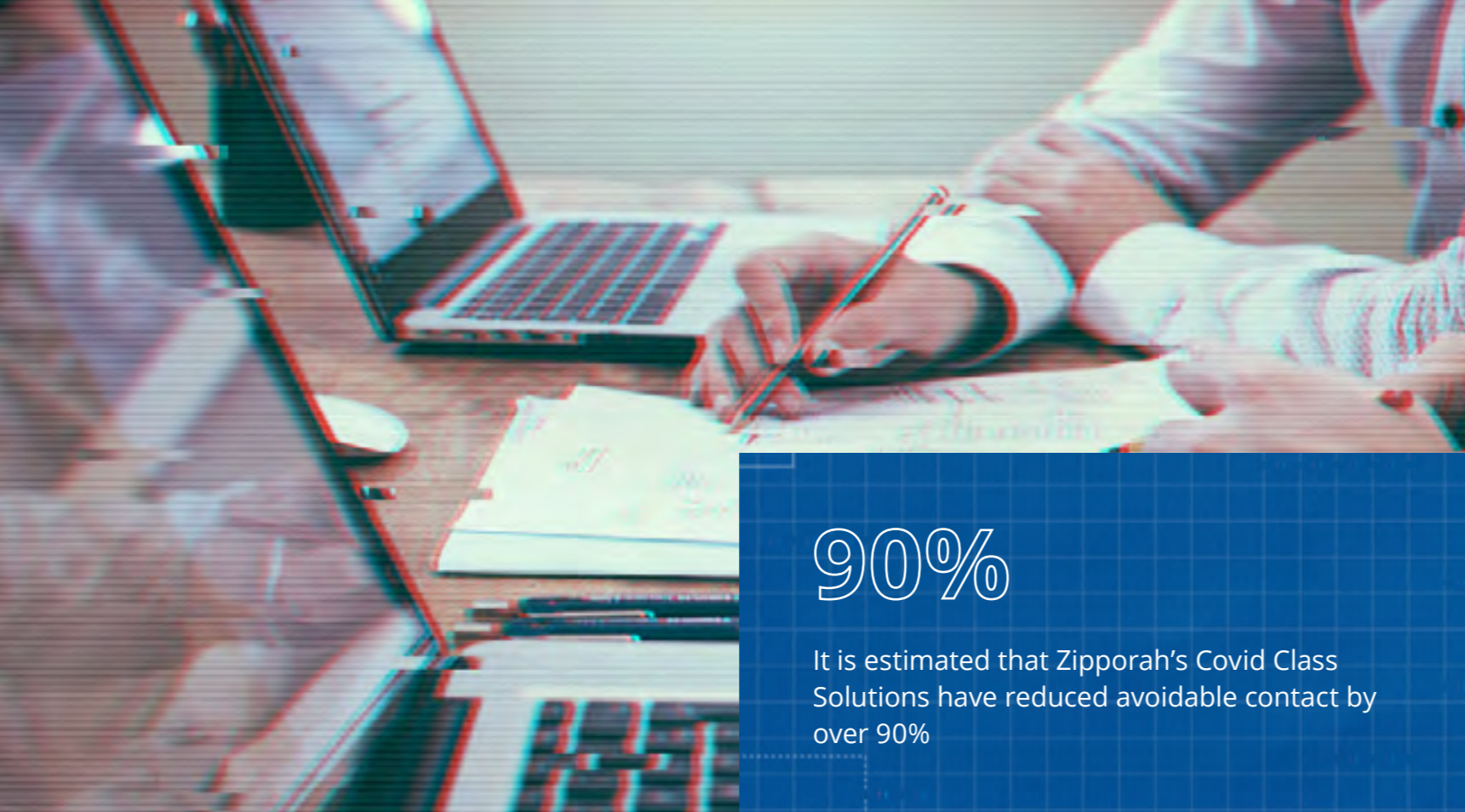
If you needed a skip, or a licence to carry petroleum, or you needed a check on your premises, usually you'd download a PDF, fill it in offline and post it in or drop it off to customer services, along with your payment and voila – you'd walk away with your licence.

## COVID Challenge

Walking in anywhere to join a queue is a prospect none of us will see for many months to come. Handing over forms and cash will be discouraged to save time, money and ensure no transmission of the virus between people coming into contact with a form. The new world will need online passing of forms for signoff and online payment. Producing the licences and certificates electronically will also gradually becomes more popular, as we evolve to combat the COVID challenge.

# 2 hrs

Average Zipporah system amendments for Covid Crisis adjusted and running inside 2 hours



90%

It is estimated that Zipporah's Covid Class Solutions have reduced avoidable contact by over 90%

## How Zipporah can assist with the issue

- The Zipporah e-commerce system has the capacity to set up any products you wish and the questions and details you wish to capture with it. This will allow you to transfer the information you require into a shopping basket and allow your customers to make all their requests.
- The system includes workflow, which means you can redirect products to relevant departments and set status processes, should there need to be different users or stages of sign-off. This ensures that information transfers from customers to department one then department two (if needed) without requiring any physical handling of a document. Furthermore, all of this happens in an audited environment that simple email communication cannot provide as readily for review.
- Additional costs such as postage charges or admin fees can be added on top of the costs of purchase ensuring all payments are made up front without the need for physical money or contact.

## Features & Benefits

**Self-service improves access**, reduces staff intervention – ease pressures on your customer service teams by empowering citizens to access services for themselves, at a time that suits them.

**Easy management** and recording of information – no one knows your services better than you, so you decide what information you need to record. As your service settles in or trends develop, tailor your service to stay ahead of the curve, keeping all information in one, convenient location.

**Run reports on income / orders** for specific products/ locations – ensure that you can harvest data to recognise trends and changes in behaviour. Ensure you have a service that's future-proofed and always fit for purpose.

**Automation of sales processes** reduces staff workloads – reduce repetitive data entry and eliminate time-consuming, erroneous manual processes by automating services. Faster, more efficient and uniformed.

**Delivers a more informed**, convenient and efficient service – ensure that data is recorded that suits you, formatted and easy to read, with less delays and issues with applications or other paperwork.

**Otherwise complicated rules** and considerations handled without staff intervention – allow your staff to do the job they were employed for, not handle administrative tasks which can be more comprehensively and more quickly handled by automation.



## Learn more about our Post Covid Council services

Canteen Services

Customer Services

Environment Services

Finance & Accounting

Housing Services

Internal Services

Leisure, Outdoor Gatherings  
& Activity Centres

Library Services

Licensing & Trading Standards

MOT, Vehicles & Licensing

Parks & Highways

Registrars Services

Social Care Services

Sports & Venues

Training Services

Launch Post Covid Council