



ZIPPORAH

The Resource Management blueprint for the

CAN DO COUNCIL

What is a

CAN DO council?

The 'can do' council is what every council should be aiming for! It's the council that does more with less. A 'can do' council finds the right solutions to ensure that not only can a swift reduction in expenditure be achieved through a single change, but the thought process is in place to ensure that any solution being introduced can offer more opportunities for change as the months and years go on. It's a council that is looking to ensure its solutions solve as many problems as possible in the fastest way. Many councils look at the immediate need and miss the opportunity to fulfill longer-term goals.

The 'can do' council thinks of today, tomorrow, and the future!

The 'can do' council is a council that understands the key difference between cost and value - knowing that seeking value is a harder task but often brings greater reward. This is the council that wants a partnership that develops and seeks out the most talented suppliers to deliver on those partnerships. It's the council with vision, the council with drive, and the council who 'can do'... even if this is challenging. The council that leads the way in innovation, whilst others follow. The councils that innovate their partners to consider new ideas benefiting all. The councils have a plan and will to see it through.

What is a 'can do' council achieving when managing its FINANCIAL SERVICES?

Nowadays, it is a rarity to find a council service that doesn't require some form of payment transaction to complete a booking – whether that is cheques, chip and pin, invoicing, or manual cash handling... But what if you could alleviate that time-consuming task of processing cheques, end-of-day cashing up, and managing invoices by moving payments online allowing an individual to pay via a payment portal connected to your finance systems? That's what a 'can do' council has already achieved. A 'can do' council is reducing transaction costs by automating these services - increasing the efficiency of workloads and ensuring all costs are clear upfront before a booking can be completed to minimise any frustration for the booker.



Optimal efficiency

A 'can do' council will always search for new ways to record and capture relevant information for auditing purposes – ways to reduce time spent on pulling file after file, paperwork trail after trail, and finances are no different. 'Can do' councils look for the most efficient ways to run financial reports such as income, cashing up, and VAT reports - carrying this out manually is just not feasible and not a good use of staff members' time. They have already opted for a finance system that lets them quickly pull necessary data into a variety of formats such as an Excel document, a pdf, or a CVS file depending on the requirement. What would you choose? A week of reading paper trails to find one key piece of information? Or a system that allows you to define your search filters and export the desired information in a matter of minutes at the touch of a button? A 'can do' council already knows which one they would pick...

Finance management is an integral part of any organisation and offering a system that can handle even the most complex of payment processes is what can define you as a 'can do' council.

How can Zipporah help

TRANSFORM

your council?

- All Zipporah modules have extensive integrations for payments. These include the ability to integrate Direct Debit, online payment portals, PayPal direct bank transfer, BACS (BPAY), Chip, and Pin as well as allowing for an invoice.

- Zipporah understands that all councils work with a payment provider – that could be Civica, Capita, World Pay, Gov Pay, and many more providers which Zipporah has already integrated with thanks to our extensive APIs.

- Where an invoice is created, Zipporah has intelligent integrations which will allow it to create an invoice sent to your finance systems to set up an invoice and to receive invoice data back from finance - allowing a customer to enter an invoice number and pay it online.

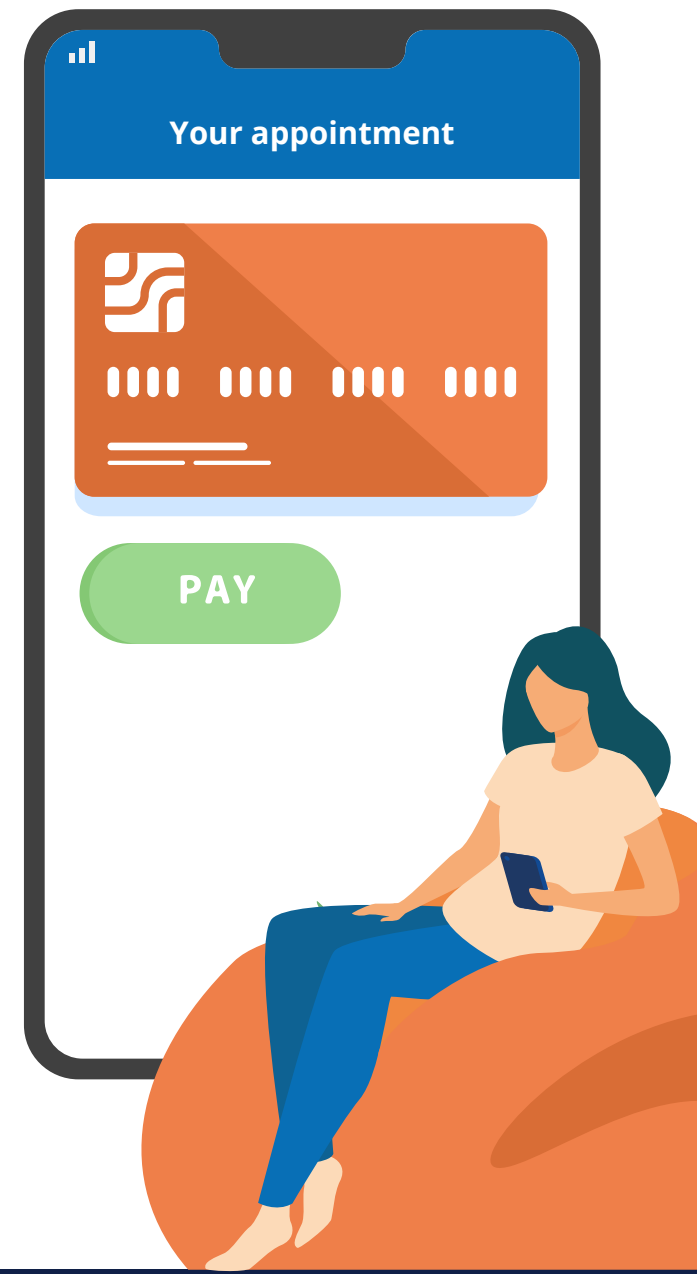
- The opportunity for departments to produce their invoices directly so that these can be sent straight to clients as finance systems are updated seamlessly through integration - ensuring that finance and departments are working together in a manner open to both removing limitations on the relationship.

- Allow citizens to pay invoices online. Not only relating to their bookings, but to any invoice that may need to be paid with two-way integration ensuring updates Zipporah and invoice systems are always up to date with what is paid or outstanding. Organisations such as the Royal Parks utilise this to great effect.

Over the last several years, our invoice management functionality has seen well over £20 million worth of invoices paid off and automatically updated, through the system in the authorities who use it.

- For some services, invoicing is an unnecessary factor and brings additional costs you can remove by using Zipporah's processes to allow you to request online payment at the relevant stages in the same manner as invoicing but keeping those requests all online through your workflow and allowing for easy cancellation if payment is not made. Streamlining processes, delivering faster payments, and saving tens of thousands of pounds.

- Limit needing to report from finance for departments (allowing you to make your financial systems easier) with suitable finance reporting from Zipporah including reporting to allow for the realisation of funds for utilisation. No more confusion about whether the money in your account is for what has already happened or what is booked for the future.



Unlocking true FUNCTIONALITY

- **Self-service access** reduces the need for staff intervention, empowering the individual, reducing administration, and limiting unnecessary contact with others.

- **Easy management and recording of information** – reduce paper trails, and manual intervention and keep relevant information recorded and stored, removing single points of failure.

- **Run reports on income/orders for specific products/ locations** – review and adapt your service as habits shift during changing times.

- **Automation of sales processes reduces staff workload** – as well as letting your staff get on with the more important jobs, automation of tasks expedites the sales process, allowing you to start generating income more quickly.

- **Transaction costs reduced** from tens of pounds to pennies – at a time when every penny counts and business needs to start moving again, reducing transaction costs can be such an easy gain.

- **Otherwise complicated rules** and considerations handled without staff intervention – run your finance and accounting without call centres and customer services. Secure, consistent, and socially distanced.

- **VAT Waiver functionality** will automatically calculate for you whether a VAT waiver should be offered when booking a sports pitch. Zipporah systems know the right rules to ensure you are meeting all necessary financial burdens.

As with any Zipporah system, everything is controlled and defined by you.

Build the system that you need!

**All under your control,
all the time**

